

when there was an ongoing complaint, and a subject access request that we was waiting for, as you are aware there are still issues regarding the subject access request, which does need to be addressed.█

You then stated that she wrote again on 16 February 2017 and arranged a meeting for 22 February 2017 which was also cancelled, but you was also notified there was still issues with the subject access request, and that I had a meeting regarding the issues which was set for the 9 March 2017, I stated to you that I would get back to you with a convenient date for the meeting to take place, but due to illness things have got delayed.█

You have also stated that it is very unfortunate that there have been repeated refusals to meet in regards to the issues with the neighbours, I feel that this is very misleading we have not refused once to have a meeting with you, but due to ongoing issues meetings have had to be cancelled with a justified reason, so how you can take this as a refusal is beyond me, we have kept you informed at every stage of every letter that you send out giving you reasons as to why the meetings could not take place.█ Therefore I do not understand how you can interpret this as a refusal.█

You will also be aware that my son does have health problems and that he does not leave his flat, not once have you thought in all the letters that you sent out how someone that does not leave his flat is going to be able to attend a meeting at the Civic Centre,