

and the volume of letters becomes reasonable. This includes correspondence from other family members acting on your behalf. The Council had received contact from your mother where issues were repetitive to what you have raised. We have explained to your mother that the Council cannot continue to respond to various parties on the same matters and that going forward we will be following the arrangement put in place whereby issues are solely raised by you to your single point of contact.

In relation to the arrangements outlined here for a single point of contact, may I remind you that the Council does not tolerate offensive and inappropriate behaviour. We therefore ask that you reflect on such behaviour and stop contacting the Council officers in such a manner.

The medium of contact that you should use to correspond with the Council for future requests should be by email only and through your single point of contact who will be Dionne Grant. These restrictions will be in place for a year and will then be reviewed accordingly. Should you wish to appeal this decision to restrict your contact, please contact Dionne Grant, Complaints and Access to Information Manager at: complaintsandinformation@enfield.gov.uk within 20 working days of this letter.

Yours sincerely



Jeremy Chambers
Director of Law & Governance