

Please reply to: Karen Hale

E-mail : complaintsandinformation@enfield.gov.uk

Our Ref :

Date : 24th June 2020

Response sent via email

Dear Mr Cordell,

Re: Vexatious and Unreasonable Complaints

Further to the letter we sent you on the 27th June 2019 (copy attached), we are writing to confirm that we will be extending the single point of contact for another 12 months from the date of this letter.

During the past 12 months, you have failed to follow the single point of contact detailed in the original letter and on the 23rd June 2020, you phoned the council, repeating the same issues you have previously raised, despite having been told in previous correspondence these would not be dealt with.

We reaffirm the information given to you in June 2019 that Council Officers have spent copious amounts of time on your contact which detracts from the Council being able to conduct its business effectively.

We hereby conclude that the Council's Community Safety Unit will no longer respond to your repetitive correspondence. Any further contact received will be placed on file and coordinated through a single point of contact until such time as the current situation is concluded 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.

Ian Davis
Chief Executive
Enfield Council
Civic Centre, Silver Street
Enfield EN1 3XY

Phone: 020 8379 1000
Website: www.enfield.gov.uk

If you need this document in another language or format call Customer Services on 020 8379 1000, or email enfield.council@enfield.gov.uk

