

**From:** Rewired Rewired <re\_wired@ymail.com>  
**Sent time:** 10/11/2017 01:14:57 PM  
**To:** Lorraine Cordell <lorraine32@blueyonder.co.uk>  
**Subject:** Fw: Mr Simon Cordell - complaint CRM COM 4516 [SEC=OFFICIAL]

---

On Thursday, 9 November 2017, 14:35, complaintsandinformation <complaintsandinformation@enfield.gov.uk> wrote:

Classification: OFFICIAL  
Dear Mr Cordell,

I am writing following our phone discussion earlier this week. I have consulted with Lemmy's team and been advised as follows:

You are aware that this matter is already in court and we have to follow due process. The trial Judge gave directions to both parties at the hearing on 25<sup>th</sup> September 2017 which both parties have to abide by. You have been instructed to file your defence and witness statement and forward same to the council. We will contact your solicitors directly if we need any further information in relation to this case.

Please note that any further complaints or requests for information from you should be made through solicitors. With this in mind, I will not be able to speak further with you on the phone about your case.

Regards,

**Daniel Ellis**  
**Complaints & Access to Information Officer**  
**Complaints & Access to Information Team**

Phone: 020 8379 2808  
Email: [daniel.ellis@enfield.gov.uk](mailto:daniel.ellis@enfield.gov.uk)  
Website: [www.enfield.gov.uk](http://www.enfield.gov.uk)

Enfield Connected puts many Council services in one place, speeds up your payments and saves you time – to set up your account today go to <a href="http://www.enfield.gov.uk/connected">www.enfield.gov.uk/connected</a>
--

---

**From:** complaintsandinformation  
**Sent:** 30 August 2017 14:50  
**To:** Re\_wired@ymail.com  
**Subject:** Mr Simon Cordell - complaint CRM COM 4516 [SEC=OFFICIAL]

Classification: OFFICIAL  
Dear Mr Cordell,

Thanks for your call this afternoon. I have recorded your complaint. The reference is CRM COM 4516

We hope to reply within ten working days but it may take longer due to the different teams involved and long history of the complaint.

If you have any queries about this, please contact us direct via email using [complaintsandinformation@enfield.gov.uk](mailto:complaintsandinformation@enfield.gov.uk)

Kind regards,

**Daniel Ellis**  
**Complaints & Access to Information Officer**  
**Complaints & Access to Information Team**

Phone: 020 8379 2808  
Email: [daniel.ellis@enfield.gov.uk](mailto:daniel.ellis@enfield.gov.uk)  
Website: [www.enfield.gov.uk](http://www.enfield.gov.uk)

Enfield Connected puts many Council services in one place, speeds up your payments and saves you time – to set up your account today go to <a href="http://www.enfield.gov.uk/connected">www.enfield.gov.uk/connected</a>
--

Classification: OFFICIAL  
Classification: OFFICIAL

[Campaign](#)