

Response sent
Via Email:
Mr Simon Paul Cordell
re_wired@ymail.com

Please reply to : Complaints and Information Team
E-mail : complaintsandinformation@enfield.gov.uk
Phone : 0208 379 1000
Our Ref :
Your Ref :
Date : 20 September 2022

Dear Mr Cordell

I write further to the recent telephone calls you have made to the Council, specifically to the Council's Chief Executive's Office on 24th August 2022 and 15th September 2022. I am sorry to hear of your concerns and that you have cause to complain to the Council.

However, please note that we need you to clearly set out your concerns to us in writing (bullet points would be preferable), so that we can fully understand what they are regarding. This will also allow us to consider the appropriate next steps. Please return this information to us as soon as you can via complaintsandinformation@enfield.gov.uk and mark the email for my attention.

We would also politely ask that you refrain from contacting the Council via telephone in interim. As soon as you contact us in writing, we will acknowledge receipt of your communication. We will then take some time to review your concerns and provide you with an update on the proposed course of action.

We look forward to hearing from you.

Yours sincerely



Will Wraxall

Shareholder & Commercial Partnerships Manager

Resources

Enfield Council, Civic Centre, Silver Street, Enfield EN1 3XA

Please note that as of 20th June 2022, my working days are Monday - Thursday

