

## Lorraine Cordell

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**From:** complaintsandinformation [complaintsandinformation@enfield.gov.uk]  
**Sent:** 14 December 2016 11:31  
**To:** Lorraine Cordell; joan.ryan.mp@parliament.uk; joan.ryan.mp@parliament.uk; Chief Executive; Sally Mcternan; alev.cazimoglu@parliament.uk  
**Subject:** RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Classification: OFFICIAL

Dear Lorraine,

At this point in the complaints process, it is an internal meeting for Council Staff to promote a co-ordinated approach between different teams to your complaint.

I cannot comment further on your complaint at the moment but I have asked for your Subject Access Request to be processed as soon as possible.

I am sorry the complaint will take a little longer than usual, but we would appreciate your continued patience while we investigate.

Kind regards,

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

Phone: 020 8379 2808  
Email: daniel.ellis@enfield.gov.uk  
Website: www.enfield.gov.uk

-----Original Message-----

**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
**Sent:** 14 December 2016 11:20  
**To:** Daniel Ellis <Daniel.Ellis@enfield.gov.uk>; complaintsandinformation <complaintsandinformation@enfield.gov.uk>; joan.ryan.mp@parliament.uk; joan.ryan.mp@parliament.uk; Chief Executive <Chief.Executive@enfield.gov.uk>; Sally Mcternan <Sally.McTernan@enfield.gov.uk>; alev.cazimoglu@parliament.uk  
**Subject:** FW: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Dear Daniel

Is there any update to the below email as from what you updated me with the meeting is due to take place tomorrow and I would like a reply to know if I will be invited to this meeting seeing as you will be talking about my son?.

If I am not allowed to go to this meeting I would like full minutes taken so when I get the subject access request I will know what has been said.

No one has also yet even spoken to me or my son the only thing you have is all the letters, emails and calls that have been made. So how in this meeting are the people going to a full understanding as since 2014 no reports have ever been taken from my son as to what has been on going and how he is suffering?.

I also still have not heard anything from the person dealing with the subject access request and would like an update.

And I would like to know if anything is being done to move my son out of the situation he has been left in since 2014? As I think at this point this is the most important part to get my son moved somewhere else where he will not have to suffer any longer and hopefully this will help his health.

It does seem Enfield Council is more worried over the formal complaints then removing the situation my son has been left in. which as said it is affecting his health. I can not understand why nothing is being done and more time is being asked for yet no updates given to the situation my son is being left in. Or is it the case nothing is going to be done to move my son and he is just going to be left where he is to suffer even more?