

From: complaintsandinformation [complaintsandinformation@enfield.gov.uk]

Sent: 07 December 2018 11:34

To: lorraine32@blueyonder.co.uk

Subject: Re: CRM COM 9005

Dear Sir/Madam

RE: CRM COM 9005

Thank you for your complaint email, received on 6 December 2018.

We have registered your complaint under reference number CRM COM 9005 and have passed matters on for the relevant manager to address. In line with our corporate complaints procedure, we will respond as soon as possible and aim to give you a full response, or discuss matters with you directly, within a maximum of 20 working days.

Should you require further details, here is a link to information about the corporate complaints policy: <https://new.enfield.gov.uk/contact-us/are-you-unhappy-with-something/enfield-council-information-complaints-policy.pdf>

In the meantime, do let us know if you have any queries regarding your complaint.

Yours sincerely

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