

From: complaintsandinformation <complaintsandinformation@enfield.gov.uk>
Sent: 24 June 2020 15:33
To: 'Lorraine32@blueyonder.co.uk'
Subject: Letter regarding contact with Enfield Council [SEC=OFFICIAL]
Attachments: Cordell letter 24.6.2020.pdf; Cordell letter 27.06.19.pdf

Classification: OFFICIAL

Dear Mr Cordell,

Please find attached letter for your attention regarding communications with the Council.

Yours sincerely

Karen Hale
Complaints and Information Service Manager
Complaints and Information Team
Enfield Council

Classification: OFFICIAL



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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

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The medium of contact that you should use to correspond with the Council for future requests should be by email only and through your single point of contact who will be Karen Hale. These restrictions will be in place for a year and will then be reviewed accordingly. Should you wish to appeal this decision to restrict your contact, please contact Karen Hale, Complaints and Access to Information Manager at: complaintsandinformation@enfield.gov.uk within 20 working days of this letter.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jeremy Chambers', written in a cursive style.

Jeremy Chambers
Director of Law & Governance



Please reply to: Dionne Grant

E-mail : complaintsandinformation@enfield.gov.uk

Our Ref :

Date : 27 June 2019

Response sent via email

Dear Mr Cordell,

Re: Vexatious and Unreasonable Complaints

We write to bring to your attention our concern regarding the volume of your contact, your repetitive complaints raised and the occasionally threatening tone of your telephone correspondence. Most recently, you spoke with the Chief Executive's office on 6 June and were abusive during the call.

The Council is of the view that the aspects of your correspondence are deemed as being unreasonable complainant behaviour. Unreasonable and unreasonably persistent complainants are those complainants who, because of the nature or frequency of their contacts with an organisation, hinder the organisation's consideration of their, or other people's complaints.

We have concluded your contact is vexatious for the following reasons:

This is not an exhaustive list but examples of unreasonable actions and behaviour which can be deemed as vexatious:

- You have sent frequent and overlapping correspondence on this same matter. Your contact is disproportionate and have or are likely to cause an unjustified level of disruption, irritation or distress.
- You are making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous council staff, or frequent emails / letters to staff.
- Submitting repeat contacts which have been addressed, essentially about the same issues, with additions/variations which the complainant insists make these 'new'.
- Refusing to accept the decision; repeatedly arguing points with no new evidence.

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

Ian Davis
Chief Executive
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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.

The medium of contact that you should use to correspond with the Council for future requests should be by email only and through your single point of contact who will be Dionne Grant. These restrictions will be in place for a year and will then be reviewed accordingly. Should you wish to appeal this decision to restrict your contact, please contact Dionne Grant, Complaints and Access to Information Manager at: complaintsandinformation@enfield.gov.uk within 20 working days of this letter.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jeremy Chambers', written in a cursive style.

Jeremy Chambers
Director of Law & Governance