

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent: 04 March 2019 13:21
To: 'Chief Executive'
Subject: RE: Complaint [SEC=OFFICIAL]

Dear Heather Littler

Thank you for the below reply, but I fear just passing a copy of my correspondence will do very little, as I have been waiting for a reply just from one complaint since I believe the 05/12/2019, and there are multiple emails and letters going back to 2018 and the start of 2019 I have yet to have a reply from, also the SAR I put in on 25/11/2018 is still on going with really only data from 1997 included within a few documents I did get which I am writing emails for updates and getting no replies.

So you can see things are for some reason things are not being dealt with, Also I get no correspondence asking for more time, I write more emails to ask for an update but yet no replies so I think you can see that issues are not being dealt with in the correct way, and this has been like this for years not a few months, it is like I am wasting my time sitting and writing anything as it seem Enfield Council are not addressing anything I have asked.

This is why I have asked the Chief Executive's Unit to get involved as I feel I am getting no where, and that should not be the case I should a least get a reply. There are multiple issues and it seems where my son is involved Enfield Council just pushes it under the table.

As it seems you have just pushed this to the same teams that are not doing there job and have not done there job for some time, is there anyone else in Enfield Council I can take this to that is higher as it seems no one wants to do anything within Enfield Council, I also do feel that departments within Enfield Council have deleted multiple of my correspondence from Enfield Council systems so it looks like I am doing nothing, when in fact I am. Multiple beaches in data can also be proven regarding the sharing of my son's data, and multiple other beaches. I have been told to ask under what jurisdiction within law; Enfield Council is using to share data, and what security is being taken by Enfield Council when passing information over to other bodies within, yet I have had no reply to this also along with multiple other questions I have asked.

I would like to know if anyone at Enfield Council is going to take anything serious?

Regards

Lorraine Cordell

From: Chief Executive [<mailto:Chief.Executive@enfield.gov.uk>]
Sent: 04 March 2019 12:11
To: Lorraine Cordell
Cc: complaintsandinformation; Andrea Clemons
Subject: RE: Complaint [SEC=OFFICIAL]

Classification: OFFICIAL

Dear Ms Cordell

Thank you for your email addressed to the Chief Executive. I am writing in acknowledgement and to advise you that a copy of your correspondence has been passed to the Complaints and Access to Information Team. A response will be sent to you direct on the issues raised.

Regards

Heather Littler
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From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent: 03 March 2019 15:29
To: Chief Executive <Chief.Executive@enfield.gov.uk>
Subject: RE: Complaint

To Whom It May Concern:

I am writing this email as I feel it is the only option I have left, I have written emails and complaints and I just do not get a reply to them, I have had to CC you into some of them in order to try and get a reply some I do get a reply when I CC you into emails but most of the time I get nothing.

I do not feel it is correct have to do this and as far as I know when you are CC into emails I am sure you should over see it and make sure things are getting addressed but it seems like this is failing now and I would like to know the reason why it is failing so badly.

I do know there is a pending court case for my son which Enfield Council has submitted to the court, but I do not feel that is a reason why emails / letters / complaints are not followed up,

from my understanding when a complaint is submitted you are on a time limited in order to make a reply yet even complaints are failing to deal or address complaint in a timely manner, I do not just write emails and letters for the fun of things I write them in order to get answer to what I am asking.

I am sorry for the way in which I have had to word this email but this is not just one letter / complaint / email which has gone un-replied to this has been ongoing now for years.

the way in which my son has been treated is a disgrace by Enfield Council, not once in all these years has anyone from Enfield Council come t see my son and as his side to anything or look at all the data my son has got which will prove he has not done all the things that is being said.

It seems all Enfield Council wants to do is court case after court case, and mislead the courts as that has been done many times regarding my son, and when the court orders something Enfield Council fails to do that as well.

This is becoming more and more serious regarding the failing towards my son and I feel it has gone far enough and therefore I would like you to address these failing.

Regards

Lorraine Cordell

Classification: OFFICIAL



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