

**From:** Lorraine Cordell [lorraine32@blueyonder.co.uk]  
**Sent:** 15 January 2016 16:49  
**To:** 'Louise Brown'; 'Jackie Gubby'  
**Subject:** RE: Simon Cordell Complaint [SEC=PROTECT]

**Attachments:** Louise Brown\_Jackie Gubby.doc  
Louise Brown / Jackie Gubby,

I have still not had a reply to my complaint to ASB unit dated the 16/10/2015.

Louise Brown your last email was dated the 03/11/2015 where you said you would send a response outlining action to date, this has not happened and I feel that my complaint is not being dealt with correctly.

Therefore I would like this to go to stage 2 complaints, as nothing is being done.

Could you please make sure this is handed to the right department that deals with stage 2 complaints?

And email me so I know this has been done.

Regards

Lorraine Cordell

Simon Cordell

---

**From:** Louise Brown [mailto:Louise.Brown2@Enfield.gov.uk]  
**Sent:** 03 November 2015 11:16  
**To:** Lorraine Cordell; Jackie Gubby  
**Subject:** RE: Simon Cordell Complaint [SEC=PROTECT]

Classification: PROTECT

Dear Ms Cordell,

Thank you for your email and enquiry regarding your son Simon Cordell tenancy, a full response clearly outlining actions to-date will be sent to your son Simon Cordell.

Yours sincerely

**Louise Brown**  
**Anti Social Behaviour officer**  
**Community Safety Unit**  
**Regeneration & Environment Department**  
**London Borough of Enfield**

☎ 020 8379 4467

✉ [louise.brown2@enfield.gov.uk](mailto:louise.brown2@enfield.gov.uk)

---

**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]  
**Sent:** 02 November 2015 17:38  
**To:** Louise Brown; Jackie Gubby  
**Subject:** Re: Simon Cordell Complaint

Dear Louise Brown and Jackie Gubby

It has been over 10 days since I sent the complaint in due to how my son has been treated.