

**From:** Daniel Ellis [Daniel.Ellis@enfield.gov.uk]  
**Sent:** 01 December 2016 11:21  
**To:** lorraine32@blueyonder.co.uk  
**Subject:** RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Classification: OFFICIAL

Hi Lorraine,

Thanks for the email. I will see what I can do to try and speed things up if possible.

Can you please confirm what number would be best to ring you on? Thanks,

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

Phone: 020 8379 2808  
Email: [daniel.ellis@enfield.gov.uk](mailto:daniel.ellis@enfield.gov.uk)  
Website: [www.enfield.gov.uk](http://www.enfield.gov.uk)

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**From:** complaintsandinformation  
**Sent:** 01 December 2016 11:10  
**To:** Daniel Ellis <Daniel.Ellis@enfield.gov.uk>  
**Subject:** FW: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Classification: OFFICIAL

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**From:** Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]  
**Sent:** 30 November 2016 15:54  
**To:** complaintsandinformation  
**Subject:** RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Dear Daniel Ellis

Thank you for the update email and the deadline date for my reply to the complaint.

But as you can see my son needs moving from his address as soon as possible due to the problems, his housing officer has said she will not help in doing this that he has to sign up to housing moves which can take years to be able to get a move, yet said that before she knew all the facts and would not speak to me to hear all the facts as to what has been going on. She does not even know he was under the early intervention team for how this has all had such a large impact on his health they are willing to help with this with the council to get him moved he needs moving sooner not later yet no one will talk to me or call me back to say if anything is being done or talk about anything with me about this issue and days are going by with nothing being done.

I have called and left emails to ask someone to call me back yet no one still has so I still do not know what is going on if anything about moving my son.

Regards

Lorraine Cordell

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**From:** complaintsandinformation [<mailto:complaintsandinformation@enfield.gov.uk>]  
**Sent:** 30 November 2016 15:14  
**To:** [lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)