

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)  
**Subject:** FW: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]  
**Importance:** High

Classification: OFFICIAL

Dear Lorraine,

Thank you for your email. I am just writing to confirm that your complaint and your Subject Access Request (request for file) are in progress.

The reference number for your complaint is CRM COM 1885.

The deadline for our response to the complaint is 14 December

The team handling the SAR will be in touch with you regarding the file request.

If you have any queries, please contact me or one of my team.

Kind regards,

**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:** Lorraine Cordell [<mailto:lorraine32@blueyonder.co.uk>]  
**Sent:** 24 November 2016 16:22  
**To:** [joan.ryan.mp@parliament.uk](mailto:joan.ryan.mp@parliament.uk); [joan@joanryan.org.uk](mailto:joan@joanryan.org.uk); Chief Executive; Ray James; Sally Mcternan; Sarah Fletcher; Jackie Gubby  
**Subject:** Re: Simon Cordell Formal Complaint 24/11/2016

To Whom It May Concern:

Please see the formal complaint to Enfield council dated 24/11/2016 attached to this email due to the way Mr Simon Cordell is being treated.

People that have been copied into these letters are below in the hope something can be done to help.