

I also still have not heard anything from the person dealing with the subject access request and would like an update.

And I would like to know if anything is being done to move my son out of the situation he has been left in since 2014? As I think at this point this is the most important part to get my son moved somewhere else where he will not have to suffer any longer and hopefully this will help his health.

It does seem Enfield Council is more worried over the formal complaints than removing the situation my son has been left in, which as said it is affecting his health. I can not understand why nothing is being done and more time is being asked for yet no updates given to the situation my son is being left in. Or is it the case nothing is going to be done to move my son and he is just going to be left where he is to suffer even more?

I would be most grateful for an update.

Regards

Lorraine

-----Original Message-----

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]

Sent: 13 December 2016 13:16

To: 'complaintsandinformation'

Subject: RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Dear Daniel

Thank you for the update but why has this taken so long to arrange? if you knew the senior Manager within the Housing Neighbourhood Team was going to be needed to address this then why was this not already started?

My son is being left in a situation he should not be with no update as to if the housing is doing anything at all to address moving him. I think my son has already suffered enough which has caused his health to go downhill and this can not be allowed to go on any longer.

Will I also be invited to go to this meeting to see what is being said about my son and what will be done after all this meeting is about my son so feel someone with my son's interest should be there. As so far it seems everything is being blamed on my son when my son has done nothing wrong.

I do know there are issues that do need to be addressed but leaving my son in a place he does not feel safe in and has suffered since 2014 is not acceptable.

Also I still have not heard anything from the people that are meant to be dealing with the subject access request. I am not sure if a payment will be needed to process this or if not, if the data has started to be processed so I will get all data. Could you please update to this?

Regards

Lorraine Cordell

-----Original Message-----

From: complaintsandinformation  
[mailto:complaintsandinformation@enfield.gov.uk]

Sent: 13 December 2016 11:32

To: joan@joanryan.org.uk; lorraine32@blueyonder.co.uk; joan.ryan.mp@parliament.uk;  
Chief Executive; Sarah Fletcher

Cc: Lemmy Nwabuisi; Sally McTernan; Ray James

Subject: RE: CRM COM 1885 Simon Cordell Formal Complaint 24/11/2016 [SEC=OFFICIAL]

Classification: OFFICIAL

Dear Lorraine,

Just to keep you updated on your complaint, I wanted to let you know that a senior