From: Lorraine Cordell [lorraine32@blueyonder.co.uk]
Sent: 13 January 2017 19:47
To: 'Dionne Grant'
Subject: RE: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Dear Dionne Grant

I requested this as said on the 24/11/2016 and i did not get a reply about the ID that was needed until the 21/12/2016, I wrote back on the 22/12/2016 asking about the ID due to what was written in the email from Concetta, but before this Daniel Ellis repeatedly asked for contract to be made with me about my request as he was over seeing my complaint. As said above this did not happen until the 21/12/2016.

I do not understand why I will need to wait longer for my request when it was not down to me as to the delay.

Regards

Lorraine Cordell

From: Dionne Grant [mailto:Dionne.Grant@enfield.gov.uk]
Sent: 13 January 2017 18:48
To: Lorraine Cordell
Subject: RE: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Classification: OFFICIAL - PRIVATE AND CONFIDENTIAL CORRESPONDENCE

Thank you for your further email Ms Cordell.

We cannot progress a subject access request without first verifying the identity of a requestor so the respons timescale does not start until we receive all necessary documentation which includes proof of ID.

I understand that you would urgently like to receive the information and we will provide this to you as soon possible. When Concetta returns, I will be requesting a specific update on your case to check progress on matters and get a better understanding of the timescale for your response so please be assured this will be looked into further and we will come back to you shortly.

Kind regards

Dionne Grant
Statutory Complaints Manager - Gateway Services
Finance, Resources and Customer Services
Enfield Council
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EN2 6DS

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