

Miss Lorraine Cordell

08 July 2019

- **Re: Vexatious and Unreasonable Complaints**

Dear Dionne Grant

I am writing this letter regarding the email I received on the 27th June 2019 where it has been stated that rules have been set out in regards to us contracting Enfield Council, and that my correspondence has been deemed Vexatious and Unreasonable Complaints.

I have issues with what has been said in your letter that has been sent to me.

You state in the letter

“The Council is of the view that the aspects of your correspondence are deemed as being unreasonable complainant behaviour. Unreasonable and unreasonably persistent complainants are those complainants who, because of the nature or frequency of their contacts with an organisation, hinder the organisation's consideration of their, or other people's complaints.

- We have concluded your contact is vexatious for the following reasons:
 1. This is not an exhaustive list but examples of unreasonable actions and behaviour which can be deemed as vexatious: You have sent frequent and overlapping correspondence on this same matter. Your contact is disproportionate and have or are likely to cause an unjustified level of disruption, irritation or distress.
 2. You are making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous council staff, or frequent emails / letters to staff.