

From: Lorraine Cordell <lorraine32@blueyonder.co.uk>
Sent: 08 July 2019 17:58
To: 'complaintsandinformation'
Subject: RE: Letter regarding Council contact [SEC=OFFICIAL]
Attachments: Reply to Enfield Council Letter 27-06-2019.pdf

Dear Dionne Grant

Please see attached letter.

Regards

Lorraine Cordell

From: complaintsandinformation [mailto:complaintsandinformation@enfield.gov.uk]
Sent: 27 June 2019 15:03
To: Lorraine32@blueyonder.co.uk
Subject: Letter regarding Council contact [SEC=OFFICIAL]

Classification: OFFICIAL

Dear Mr Cordell,

Please find attached letter for your attention regarding communications with the Council.

Yours sincerely

Dionne Grant
Complaints and Information Service Manager
Enfield Council
Civic Centre
Silver Street, Enfield
EN1 3XA

Classification: OFFICIAL



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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.

3. Submitting repeat contacts which have been addressed, essentially about the same issues, with additions/variations which the complainant insists make these 'new'.
4. Refusing to accept the decision; repeatedly arguing points with no new evidence.”

The issue I have with the above is yes I have sent letters and complaints but we do not get any replies to these or if we do get a reply it does not cover what we have asked.

The last time I wrote was I believe 05/12/2018 with no reply, so I sent a few follow up emails in 2019 asking if there was any update which I never got a reply back, which since then I have just given up due to the fact I know I will not get a reply, I do not feel my letters are Vexatious and Unreasonable I am asking questions I would like replies to, I do not just sit here each day spending all my time writing to Enfield Council when I know I will not get a reply. The only reason I wrote in 2018 was after the court case and that was to address things within the court order, which Enfield Council failed to comply with.

The other letter I sent was for a DSAR this was sent on 25/11/2018 which I did not really get what I asked for on the 16/02/2019, there was some issues with some of the files that Enfield Council had uploaded, I could not get and sent an email over which was corrected so I could download the files, but once I opened them most of the data was for 1997, I did write back asking why everything was missing and once again got no reply regarding all the missing data.

In fact I am in the process of drawing up a new DSAR in the hope this time I will get the data I am asking for which so far Enfield Council has failed to do, should this be addressed to yourself?.

In fact from 2015 most of my letters or emails have in fact gone without a reply and this can be proven. It seems very strange this letter has been written and I wonder if it is only due to the court action Enfield Council wants to take regarding my son.

I can not understand your point regarding the “volume of letters becomes reasonable” as I have not sent that many emails as I know in fact I will hardly ever get a reply, it is for that reason I do not take my time in writing to you in order to try and address issues as it seems Enfield Council is unwilling to try and address anything.

I did ask Enfield Council to confirm in writing more than once, what stage my complaint was at due to no replies, but I have never had a reply back to tell me what stage it was at.

I was not going to reply back to this letter that was sent on the 27th June 2019 as I felt it was Enfield Council that was being Vexatious and Unreasonable, I already know nothing will be addressed but in the end I felt I had to say something.

Yours sincerely,

Miss L Cordell