

110a Sylvan Avenue
Wood Green
Haringey
London
Tuesday 20th September 2016
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Hello,

Under L&Q complaints procedure I would like to raise a formal complaint at stage two regarding the issues detailed below. My intention is to complete the L&Q complaints process and then seek the assistance of The Housing Ombudsman if the response is unsatisfactory.

On **2nd March 2017** I made a **stage one** formal complaint over delays to replacing my intercom.

As advise by L&Q I obtained an **Occupational Therapist** referral. This referral was dated **7th December 2016**.

On **3rd March 2017** at **08:58** a I got a response from **Justin McAniskey** (JMcAniskey@lqgroup.org.uk)

I'm taking this email as resolution of my stage one complaint. Justin explains the **Aids & Adaptions** process and pass on to colleagues to action and update me.

So far there has been no **action or update**. Each time my doorbell rings I jump. Due to my desk I bang my leg on the bottom of the desk, this is extremely painful.

Your delays are causing serious anxiety and stress.

My previous formal complaint dealt with the intercom.

Mr McMorrow