

INCOMING EMAIL

From: Grenfell Tower Leaseholder's Association

To: Robert Black

CC: cllr.atkinson@rbkc.gov.uk , Cllr.Foreman@rbkc.gov.uk , Janice Jones ,
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 cllr.rutherford@rbkc.gov.uk , Cllr.Rossi@rbkc.gov.uk , Cllr.Read@rbkc.gov.uk ,
 cllr.pascall@rbkc.gov.uk Date: 11/02/2014 11:40:11

Subject: Stage 3- FINAL T-complaints ref: GTLA review panel was unjust and unfair

Attachments:

(1) T-comp-JB-councillors-15.11GTLA-JB-18.11-JB-GTLA-20.11.13.pdf(2 KB)

Dear Mr Robert Black,

Please find scanned copies of the three exchange of emails sent from the Complaints Manager Ms Joanne Burke to GTLA and she informed vast array of the councillors and many others including Peter Maddison the director of regeneration , Sacha Jevans director of customer service and yourselves **dated 15th November 2013** we quote **□The complaint will now be considered at our third and final stage, stage 3 with a panel, who have had no previous involvement, reviewing all relevant documentary evidence. We will endeavour to complete the review within 28 days.**

We,the GTLA wrote to Joanne Burke and copied to you dated 18th November 2013 and we quote **□According to GTLA, the independent panel does not have access to our all relevant documentary evidences to review and come to fair judgement in relation to our complaints. Thus we are very much disappointed to learn that the complaint manager Ms Joanne burke has already informed the vast array of the councillors that they are reviewing all the relevant documentary evidences and this is not true. We request the chief executive of KCTMO Mr Robert black to give us an opportunity to submit our documentary evidences to the independent panel or the councillors for their fair review. We shall be very grateful if you could provide us the contact details of the panel or the councillors who will review all the relevant documentary evidences before they pass their judgment**□

On 20th November 2013 Ms Joanne Burke emailed to me to confirmed and we quote from her email **□ We will provide you with the names of the panel members once this has been decided but they will not consider any additional documentation at this final stage**□

This is to categorically confirm that any stage of our complaint procedures **we did not submit or requested to submit our documentary evidences to support our genuine issues and concerns** in relation to Grenfell Tower but in fact we requested you for the opportunity and we are referring back to our above mentioned email dated **18th November 2015.**

We also categorically confirmed that Ms Joanne Burke intentionally mislead or misinformed vast array of the councillors in relation to stage 3 complaint procedure with a panel and we are referring back to above mentioned email dated **15th November 2013.**

We also find the stage 3 panel was both neither open nor transparent but seriously misleading, unfair, unreasonable and unacceptable and unjust as a tenant led organisation. The review panel was nothing but the **□kangaroo court**□ in a civilised democracy and denied the fair review of our

complaints by the panel or the complaint manager Ms Joanne Burke.

You may disagree with these abovementioned and these arguments yet to be tested in due course to put things in a perspective. We would like to give you an opportunity to explain to us and the resident of Grenfell Tower that what went wrong and what step you are taking immediately to put things right once for all.

Best wishes

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The vice chairman

On behalf of Grenfell Tower leaseholder's Association