Speaker 1:	00:19	Good afternoon. Barnet Centre, Barnet Enfield and Haringey Mental Health trust how my i help you?
New Speaker:	00:20	May I ask who I'm speaking to please?
Speaker 1:	00:26	My name is Trisha. I'm the receptionist.
Speaker 2:	00:28	Hello Trisha. I am Mr. Simon Cordell, Paul Cordell.
New Speaker:	00:33	Hello there.
New Speaker:	00:33	and.
New Speaker:	00:34	Good afternoon.
New Speaker:	00:34	How are you doing I'm just phoning to make a few inquiries in regards to.
New Speaker:	00:38	Yes.
New Speaker:	00:38	an unexpected visit that I've just got.
New Speaker:	00:40	ok.
New Speaker:	00:40	Ambushed with.
New Speaker:	00:43	ok.
New Speaker:	00:43	And I was wondering, basically I wanted to know the purpose of the person, the people that put me in reference for me to be contacted by the doctors cause I think it's abuse of position and unfair process to what? The way that their treating me.
New Speaker:	00:43	
New Speaker:	00:55	Right, ok
New Speaker:	00:55	and it's unreasonable and with negligence and it's for misconduct purposes.
Speaker 1:	01:00	Can I just stop you there um, Mr. Cordell because I don't know the answer to your question. I'll have to try and put you through to your care coordinator.
New Speaker:	01:09	I don't.
New Speaker:	01:09	Hold please.

New Speaker:	01:10	Oh, to a Care coordinator.
New Speaker:	01:10	Thank you.
Speaker 3:	01:30	[inaudible]
Speaker 4:	01:42	[inaudible]
Speaker 2:	01:46	[inaudible]
Speaker 3:	01:51	[inaudible]
Speaker 5:	01:55	[inaudible]
Speaker 1:	01:55	Hello Mr. Cordell. I'm afraid Soboba isn't there at the moment.
New Speaker:	01:59	Who is Soboba.
New Speaker:	01:59	I can ask him to call you.
New Speaker:	02:01	Will you.
New Speaker:	02:01	He's your care coordinator.
Speaker 2:	02:02	I don't have a care coordinator.
New Speaker:	02:05	oh, alright Ok.
New Speaker:	02:05	I do not have a care coordinator. There is nothing wrong with me and it's abuse of position. What they, what they're doing. Is there a line is there a line manager or somebody available of a higher level, um, statue in the company that I can speak to in regards to discipline -
New Speaker:	02:17	I will see, I will try and find someone for you.
New Speaker:	02:17	of these employees?
New Speaker:	02:20	Hold on.
New Speaker:	02:20	Alright, thank you.
Speaker 4:	02:23	[inaudible]
Speaker 2:	02:33	[inaudible]
Speaker 4:	02:44	[inaudible]

Speaker 2:	02:55	[inaudible]
Speaker 1:	03:04	hello? Hello. George is not there at the moment our team managers, not in at the moment. I can ask him to call you.
Speaker 2:	03:09	George you said his first name was.
New Speaker:	03:11	Yes. George,
New Speaker:	03:11	Do you have a second name please?
Speaker 1:	03:13	Yes. Benyour; B. E. N.
New Speaker:	03:16	B.E.N.
New Speaker:	03:16	Y. U. R.E
Speaker 2:	03:17	and do you have an email for me to contact him directly?
Speaker 1:	03:21	I Don't I'm afraid. No, I don't. I don't give emails out, but I can give him a message and I'll ask him to call you.
Speaker 2:	03:26	Um, yeah. Well that will do, that will do, Just do perfectly. Is it something that he will actually do? Because like I have been failed and let down by a lot of public servants in them actually do in a meeting to cover the requirements to take my Safety seriously.
Speaker 1:	03:36	I'm very sorry. I can't answer that question I will pass him the message, I have to assume that he will do it. I can't.
Speaker 2:	03:43	Can you give me a list.
New Speaker:	03:45	His, my manager.
New Speaker:	03:45	for my own safety and for my own purposes? Can you actually tell me the list of people that just attended my address?
Speaker 1:	03:51	I can’t I ‘am afraid. No,
Speaker 2:	03:53	For what reason can you not tell me what employees are kept? There must be somebody available because I'm not too sure if they are even doctors or if there falsified people
New Speaker:	04:01	Ok, well that's why I am warning you to speak to somebody.

New Speaker:	04:01	So I would like to know who these people are who are employed by your company
Speaker 1:	04:04	yeah, I don't have that information. I would need to um let you speak to someone else,
Speaker 2:	04:07	can I hold the line until there's somebody is available please.
Speaker 1:	04:10	I can't. We'll Soboba well the only people that would know would be Soboba and George
Speaker 2:	04:14	who is Soboba. Can I have Soboba surname as well, please?
Speaker 1:	04:17	Yeah, I Aphadose soba S.O.O B.A.H.
Speaker 2:	04:21	okay.
Speaker 1:	04:23	Second name, a double P for Peter.
Speaker 2:	04:26	Okay.
Speaker 1:	04:27	A D double O (APPADDO)
Speaker 2:	04:30	is there no direct telephone numbers or extensions? I can actually contact these people on.
New Speaker:	04:35	No
New Speaker:	04:35	and there's no form of emails and I can't find them in no company website.
New Speaker:	04:38	No.
New Speaker:	04:38	I can't go along the CD employees in the website or these people are just attending.
New Speaker:	04:42	No.
New Speaker:	04:42	people's houses every day.
Speaker 1:	04:44	If you want to make an complaint, if you feel that you've been treated bad and you want to make complaints, I can give you the telephone number.
Speaker 2:	04:48	I have. Do you have Google available to you?
New Speaker:	04:50	Yes.

New Speaker:	04:50	I can turn on my website now and I can show you my complaint as it sits and show you everything I've built.
Speaker 1:	04:58	I can’t do that I'm sorry. I don't have time to go into that. If you've been to the complaints department, they will take it up on your behalf.
Speaker 2:	05:05	Okay. I'm going to, I've already done a complaints advocacy and I've got the complaint going through in hand at the present.
New Speaker:	05:09	AR, Ok, well that's good then.
New Speaker:	05:09	It's ongoing still from a long time and I'm just, I'm, I'm still fulfilling everything, that I want to put inside the complaint. It's going to be sent along.
New Speaker:	05:18	ok.
New Speaker:	05:18	very shortly in time.
New Speaker:	05:20	Ok, well that’s good then.
New Speaker:	05:20	where Thank you for you, you have been most helpful, so thank you. have a very good day.
New Speaker:	05:23	Bye