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s 47E(c), s 47E(d) David

From: s 47E(c), s 47E(d) David on behalf of DVA.Feedback
Sent: Wednesday, 22 August 2018 11:52 AM
To: Thirkell, Jocelyn
Cc: s 47E(c), s 47E(d) John
Subject: ALAN ASHMORE - Secretary Corro [DLM=Sensitive]

Importance: High

Hi Jocelyn

In John s 47E(c), s 47E(d) absence, could you please advise me where we are at with regard to a 'secretarial' (or departmental) response to Mr Alan Ashmore?

As you can see from his latest email below (sent last night), he states that he will be approaching the Ombudsman's office if he does not receive a satisfactory response from DVA by 31 August 2018 to his original correspondence received by us on 29 June 2018

Regards
David

David s 47E(c), s 47E(d)
Feedback Management Team &
Electorate Liaison Officer (NSW)
Department of Veterans' Affairs
Ph: 1300 555 785
Email: feedback@dva.gov.au
Web: <http://www.dva.gov.au/contact/feedback>

-----Original Message-----

From: aashmore@net2000.com.au [mailto:aashmore@net2000.com.au]
Sent: Tuesday, 21 August 2018 8:09 PM
To: DVA.General.Enquiries <AMBDVAGENREQ@dva.gov.au>
Subject: RE: COMPLAINTS x 2 [TO BE CLASSIFIED] [SEC=UNCLASSIFIED]

Hi Phillip,

This email is the second follow regarding my two complaints lodged by email in the evening of 28 June 2018, (and received by DVA on 29 June 2018).

I note your website says DVA usually resolve complaints within 28 days although complex cases may take longer to address.

I believe my complaints do not fall into the 'complex case category' and therefore request you finalise these two complaints by no later than Friday 31 August 2018. I note this date is more two months since I first lodged the complaints.

Should a satisfactory response not be received by 31 August 2018 I will formally take this matter up with the Ombudsman.

I wish you well as you serve the veteran community.

Kind Regards,

ALAN ASHMORE

Quoting "DVA.General.Enquiries" <AMBDVAGENREQ@dva.gov.au>:

> Dear Mr Ashmore,

>

> Thank you for your email.

>

> It has been forwarded to the Feedback Business Area for a response.

>

> Kind regards,

> Philip Head

> Department of Veterans' Affairs

> Veterans Access Network

> Ph. 1800555254 Fax. (08) 93668375

> GPO Box 9998 Brisbane Qld 4001

> GeneralEnquiries@dva.gov.au / www.dva.gov.au

>

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> -----Original Message-----

> From: aashmore@net2000.com.au [mailto:aashmore@net2000.com.au]

> Sent: Monday, 30 July 2018 9:56 PM

> To: DVA.General.Enquiries <AMBDVAGENREQ@dva.gov.au>

> Subject: RE: COMPLAINTS x 2 [TO BE CLASSIFIED] [SEC=UNCLASSIFIED]

>

> Hi DVA,

>

> I am just inquiring how your response to the two complaints I lodged

> just over one month ago are going.

>

> Regards,

>

>

> ALAN ASHMORE

>

>

>

> Quoting "DVA.General.Enquiries" <AMBDVAGENREQ@dva.gov.au>:

>

>> Dear Mr Ashmore,

>>

>> Thank you for your enquiry.

>>

>> Your request has been forwarded to the DVA Feedback business area

>> for their consideration and response. Please be aware that while we

>> endeavour to answer your enquiry within 2 to 5 business days,

>> further time may be needed to investigate and respond.

>>

>> If you have any additional questions, feel free to contact us via

>> email or on the phone numbers below to speak directly to a DVA staff member.

>>

>> Kind regards,

>>

>> Philip Head

>> Department of Veterans' Affairs

>> Veterans Access Network

>> Ph. 1800555254 Fax. (08) 93668375

>> GPO Box 9998 Brisbane Qld 4001

>> GeneralEnquiries@dva.gov.au / www.dva.gov.au

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>> -----Original Message-----

>> From: aashmore@net2000.com.au [mailto:aashmore@net2000.com.au]

>> Sent: Thursday, 28 June 2018 10:46 PM

>> To: DVA.General.Enquiries <AMBDVAGENREQ@dva.gov.au>

>> Subject: COMPLAINTS x 2 [TO BE CLASSIFIED]

>>

>> Dear Sir/Madam,

>>

>> Please find attached a word document that contains two specific complaints against DVA.

>>

>> Please contact me should you require additional information or clarification.

>>

>> I request that any contact with me be via email.

>>

>> Thanking you in anticipation.

>>

>> Yours faithfully,

>>

>>

>> ALAN ASHMORE

>>

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>> Att.

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