

From: [REDACTED] John on behalf of [DVA.Feedback](#)
To: [Thirkell, Jocelyn](#)
Cc: [REDACTED] Magda; [REDACTED] Julie; [REDACTED] David
Subject: FW: COMPLAINTS x 2 [TO BE CLASSIFIED] [SEC=UNCLASSIFIED]
Date: Tuesday, 3 July 2018 11:49:56 AM
Attachments: [COMPLAINTS - DVA - 26 JUNE 2018.doc](#)
Importance: High

Hi Jocelyn

DVA General Enquiries received the below email, plus attached document, on 28 June 2018; these were then forwarded to the Feedback team earlier today.

The email is from Mr Alan Ashmore (VSS01841) in relation to two complaints he wishes to lodge in relation to comments/responses from the previous Secretary Simon Lewis regarding details provided at an ESORT meeting earlier this year, together with other matters that he has 'analysed' and sought a response from the previous Secretary.

In the document, the client advises that 'a few weeks ago' he received a response from the Minister (and has responded in part to that in the attached document), so I am assuming that a previous Ministerial has been drafted & sent. However, no complaint records of any nature have been recorded in CFMS about this/similar issues.

Can you advise: if the issues are to be recorded (either as one or two complaints) who they should be assigned to for a response? At this time, no complaint records have been recorded in CFMS, nor has Mr Ashmore been advised of any reference number (he would have received an advice from General Enquiries that his email had been received).

Alternatively, if they are not to be recorded, who should they be forwarded to for action/information?

Thanks
John

John [REDACTED]
Assistant Director | Feedback Management
Client Coordination & Support Branch
Department of Veterans' Affairs
Sydney Office
Email [John\[REDACTED\]@dva.gov.au](mailto:John[REDACTED]@dva.gov.au)
[REDACTED]

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

From: DVA.General.Enquiries
Sent: Tuesday, 3 July 2018 9:31 AM
To: DVA.Feedback <xxxxxxx@xxx.xxx.xx>
Subject: FW: COMPLAINTS x 2 [TO BE CLASSIFIED] [SEC=UNCLASSIFIED]

Good morning,

The email below was received in the DVA General Enquiry mailbox, and is referred for your attention.

Please endeavour to provide a response to the client within two working days, advising of the current status and any ongoing developments. Your reply is official correspondence, and is to be drafted accordingly. The Email Usage Guidelines and the DVA Email Policy provide style and format advice, if needed.

If the information is general in nature, please respond to the client directly, and cc the DVA General Enquiries mailbox so we can record when the matter is resolved.

If your reply contains any personal or protected information, and you are not able to send 'In Confidence' replies, please send your reply directly to DVA General Enquiries so the email can be sent securely to the client.

If you are not responsible for this email but the work sits within your business area, please forward to the correct recipient with a cc to the DVA General Enquiries mailbox. This will allow us to update the escalation list.

If you are not the intended recipient and you do not know the appropriate contact, please return to the DVA General Enquiries mailbox immediately. Thank you.

Kind regards,

Philip Head
Department of Veterans' Affairs
Veterans Access Network
Ph. 1800555254 Fax. (08) 93668375
GPO Box 9998 Brisbane Qld 4001
xxxxxxxxxxxxxxxx@xxx.xxx.xx / www.dva.gov.au

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

From: xxxxxxxx@xxxxxxxx.xxx.xx [\[mailto:xxxxxxxx@xxxxxxxx.xxx.xx\]](mailto:xxxxxxxx@xxxxxxxx.xxx.xx)
Sent: Thursday, 28 June 2018 10:46 PM
To: DVA.General.Enquiries <xxxxxxxxxxxx@xxx.xxx.xx>
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

Att.