

From: [REDACTED] John on behalf of [DVA.Feedback](#)
To: [Thirkell, Jocelyn](#)
Cc: [REDACTED] David; [REDACTED] Julie; [Executive.Officer](#)
Subject: FW: COMPLAINTS x 2 [TO BE CLASSIFIED] [SEC=UNCLASSIFIED]
Date: Thursday, 2 August 2018 3:44:47 PM
Attachments: [FW COMPLAINTS x 2 TO BE CLASSIFIED SEC UNCLASSIFIED .msg](#)
Importance: High

Hi Jocelyn

Mr Ashmore has contacted the General Enquiries on 30 July, asking about the two 'complaints' he lodged in late June.

As you may recall, these were forwarded on following a discussion we had when Mt Ashmore first sent them to DVA (see attached email).

Can you advise on this - I see that they have not been registered in CFMS.

Thanks
John

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

From: DVA.General.Enquiries
Sent: Thursday, 2 August 2018 2:29 PM
To: DVA.Feedback <xxxxxxxx@xxx.xxx.xx>
Subject: FW: COMPLAINTS x 2 [TO BE CLASSIFIED] [SEC=UNCLASSIFIED]

Good afternoon,

Mr Ashmore's original email was escalated on 3/7/18.

Kind regards,

Philip Head
Department of Veterans' Affairs
Veterans Access Network
Ph. 180055254 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>]
Sent: Monday, 30 July 2018 9:56 PM
To: DVA.General.Enquiries <xxxxxxxxxxxxxxxx@xxx.xxx.xx>
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" <xxxxxxxxxxxxxxxx@xxx.xxx.xx>:

> 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
> xxxxxxxxxxxxxxxx@xxx.xxx.xx / www.dva.gov.au
>
>

> -----Original Message-----
> From: 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.
>
>
>
>

> IMPORTANT
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> 4. Electronic addresses published in this email are not conspicuous
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- > please go to
- > http://www.dva.gov.au/contact_us/Pages/feedback.aspx
- > , and advise which mailing list you would like to unsubscribe from.
- > 6. Finally, please do not remove this notice.
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