

**From:** [REDACTED] John on behalf of [DVA.Feedback](#)  
**To:** [Thirkell, Jocelyn](#)  
**Cc:** [REDACTED] Julie; [REDACTED] David  
**Subject:** RE: COMPLAINTS x 2 [TO BE CLASSIFIED] [DLM=Sensitive]  
**Date:** Thursday, 9 August 2018 9:22:21 AM

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Hi Jocelyn

I just tried calling but you're working off site?

Happy to discuss about Mr Ashmore - I'm unaware of any FOI, because that wouldn't come through the Feedback team.

s 22

The record can be printed by any staff member through CFMS.

Please let me know if you have any questions.

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

From: Thirkell, Jocelyn  
Sent: Wednesday, 8 August 2018 5:55 PM  
To: DVA.Feedback <xxxxxxxx@xxx.xxx.xx>  
Subject: RE: COMPLAINTS x 2 [TO BE CLASSIFIED] [SEC=UNCLASSIFIED]

Hi John

Can we discuss I understand that Mr Ashmore has an FOI in on his previous response. I am concerned that we have a lot of departmental resources responding to Mr Ashmore but no coordination.

s 22

Thanks

Jocelyn Thirkell  
Executive Officer to Liz Cosson AM CSC  
Acting Secretary  
Australian Government Department of Veterans' Affairs  
T: +61 2 6225 4490| EXT: 604490  
E: xxxxxxxx.xxxxxxxx@xxx.xxx.xx  
Location: Gnabra Building, SE6

PO Box 9998, Canberra ACT 2601, Australia

The Department of Veterans' Affairs acknowledges the traditional owners and we pay our respects to elders past, present and future.

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

From: [REDACTED] John On Behalf Of DVA.Feedback  
Sent: Thursday, 2 August 2018 3:45 PM  
To: Thirkell, Jocelyn <xxxxxxxx@xxx.xxx.xx>

Cc: [REDACTED] David <David [REDACTED] dva.gov.au>; [REDACTED] Julie <Julie [REDACTED] dva.gov.au>; Executive Officer <xxxxxxxxx@xxx.xxx.xx>  
Subject: FW: COMPLAINTS x 2 [TO BE CLASSIFIED] [SEC=UNCLASSIFIED]  
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 <xxxxxxxxx@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. 1800555254 Fax. (08) 93668375  
GPO Box 9998 Brisbane Qld 4001  
xxxxxxxxxxxxxxxxx@xxx.xxx.xx / www.dva.gov.au

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

From: xxxxxxxx@xxxxxxxx.xxx.xx [<mailto:xxxxxxxxx@xxxxxxxx.xxx.xx>]  
Sent: Monday, 30 July 2018 9:56 PM  
To: DVA.General.Enquiries <xxxxxxxxxxxxx@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" <xxxxxxxxxxxxx@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

> xxxxxxxxxxxxxxxxx@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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> 6. Finally, please do not remove this notice.  
>  
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