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David

**From:** Thirkell, Jocelyn  
**Sent:** Wednesday, 8 August 2018 5:55 PM  
**To:** DVA.Feedback  
**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.

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Thanks

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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 <Jocelyn.Thirkell@dva.gov.au>  
**Cc:** [REDACTED] David <David.[REDACTED]@dva.gov.au>; [REDACTED] Julie <Julie.[REDACTED]@dva.gov.au>; Executive.Officer <Executive.Officer@dva.gov.au>  
**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