



Document created in accordance with section 17 of the *Freedom of Information Act 1982 (Cth)*

FOI reference number: 31879

Request details: *I request the following:*

- *The number of compliments received by DVA in 18/19.*
- *The number of registered complaints received by DVA in 18/19, and*
- *The number of complaints received by DVA in 18/19 that were not registered.*

Request	Data
The number of compliments received by DVA in 18/19.	1,406
The number of registered complaints received by DVA in 18/19	2,455
The number of complaints received by DVA in 18/19 that were not registered.	<p>The answer to this cannot be determined because if these complaints were made, they are unknown to the Department's 'Client Feedback Management' team.</p> <p>All DVA staff are regularly reminded that they should record in the Client Feedback Management System (CFMS) any complaints or compliments they receive that are related to the activities of the Department and also departmental contractors/providers.</p>