



Australian Government

Department of Veterans' Affairs

OFFICE OF THE SECRETARY

Mr Les Dwyer  
National President  
Naval Association of Australia  
PO Box 614  
YANDINA QLD 4561

Dear ~~Mr~~ <sup>Les</sup> Dwyer

I am writing to let you know that a new complaints and feedback management process has been implemented in DVA.

For some time I had been concerned about the absence of an accessible feedback mechanism for our clients. Existing systems to manage complaints were not well understood or widely used.

In late 2009 a project team was formed to improve our complaints and feedback system. The Commonwealth Ombudsman's office was consulted and provided policy development and training assistance. The project team developed a comprehensive complaints and feedback management policy for DVA, a copy of which is attached for your information. A Complaints Management Team has been formed with responsibility for implementation and management of the policy.

The new policy, updated contact details for the Complaints Management Team, and suggestions on how feedback may be sent to DVA, are now on the 'Complaints' page on the DVA website. We are currently developing a Fact Sheet that will also be posted on the website.

Complaints, compliments and suggestions for improvement are the most immediate and effective forms of feedback to assist us to improve our services. Our new process will help to ensure that DVA makes use of this feedback to both resolve individual concerns and to identify broader systems issues requiring attention.

If you would like further information about the complaints process please contact John Hall, Assistant Director, Complaints Management Team on (02) 9213 7175.

Yours sincerely

Ian Campbell  
Secretary

16 July 2010

Encl.

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