

Year	Number of DVA complaints received
2010	195
2011	171
2012	156
2013	136
2014	123
2015	130
2016	136
2017	173
2018	142
2019	92
2020	124
2021	159
2022	162
2023	149
2024	141
2025	0
Total	2,189

Complaints lodged with the Office of the Commonwealth Ombudsman between 01/01/2010 and 01/01/2025 with regards the Department of Veterans Affairs

Outcomes in finalised complaints investigated 1/1/2010-1/1/2025	Number of Outcomes	
Better explanation by Ombudsman	136	
No Remedy	89	
Better explanation by Agency	80	
Action Expedited	55	
Agency undertook to reconsider	43	
Agency Apology	26	
Payment Granted	21	
Other non-financial remedy	16	
Remedy provided by agency without Ombudsman Intervention	11	
Debt waived or reduced	10	
Other Financial Remedy	10	
Decision changed	s 47F	
CDDA Scheme Payment		
Change to policy/practice/law		
Payment Increased		
Payment Restored		
Fee refunded/waived/reduced		
Penalty waived or reduced		
Agency Officer counselled or disciplined		
Total		537

Outcomes in finalised complaints formally investigated between 01/01/2010 and 01/01/2025

Recommendation Title
The Ombudsman recommends that DVA consider amending its current policy on the recovery of overpayments to waive any taxation component.
The Ombudsman recommends that DVA ensure that appropriate quality assurance processes are implemented in the following areas
The Ombudsman recommends that DVA, if it has not already taken this step, identify all cases that may have been affected by the same misapplication o
The Ombudsman recommends that DVA continue to work with the Australian Defence Force (Defence) and CSC on the enhancement of data exchange regarding
The Ombudsman recommends the development of a simplified template for offsetting and overpayment decisions to assist affected veterans in better iden
The Ombudsman recommends that DVA: <ul style="list-style-type: none"> • apologise to Mr A • waive his current debt of over \$17,000 • give an undertaking not to raise any further over
Publishing Timeframes
Timeframes included in acknowledgement letters
Steps in the claim process
Communicating consequences
Policy for webpage review
Guidelines for acknowledgement letters
Guidance for making decisions about prioritisation
Policy for contacting veterans
Monitoring of unallocated claims
QA - coding errors and transfers to SAM team

Suggestions or recommendations the Office of the Commonwealth Ombudsman made to the Department of Veterans Affairs based on investigation findings between 01/01/2010 and 01/01/2025.