

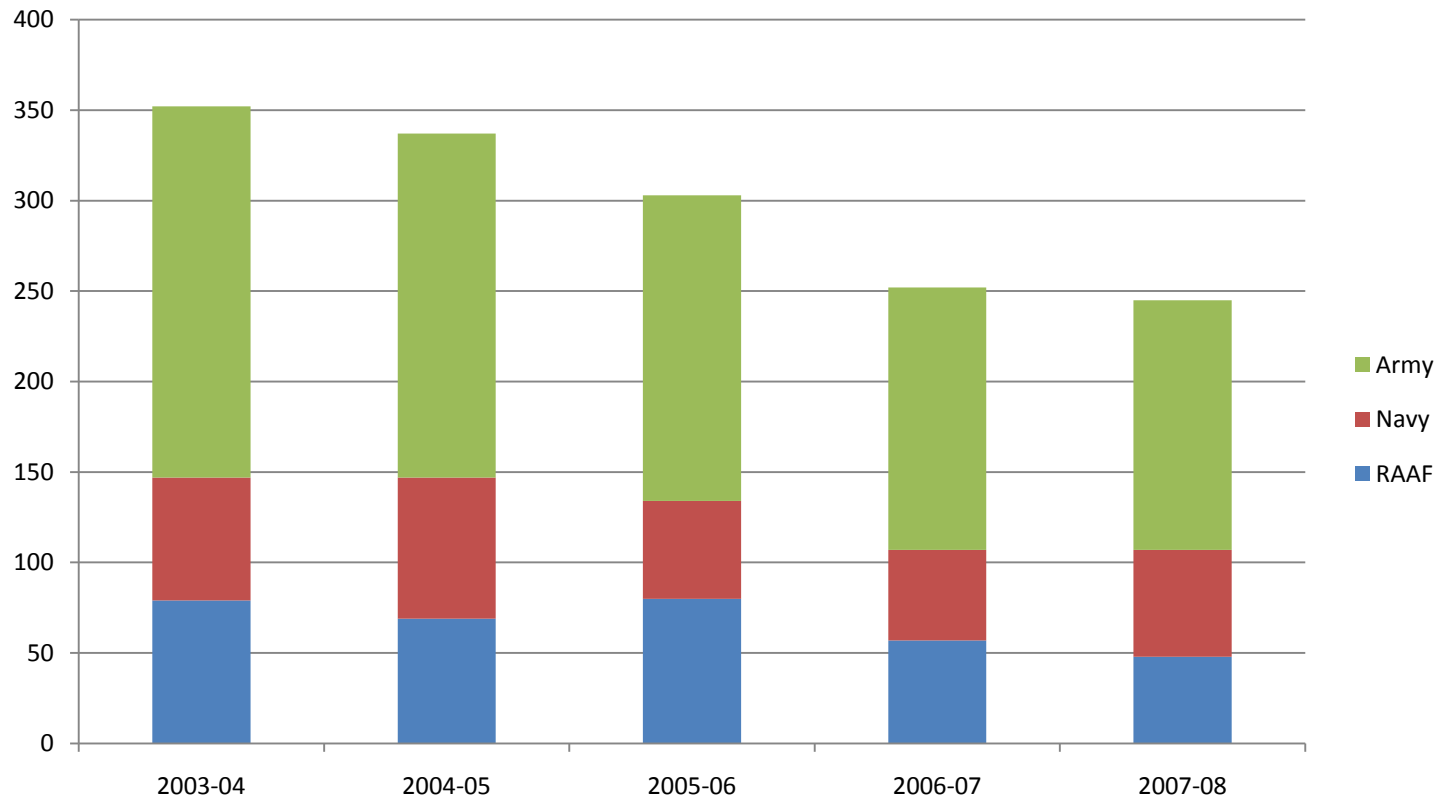
Defence Force Ombudsman

- The complaints
- What we do with them
- Why Defence is different
- Why the DFO is a good thing

The complaints

- Whole of life
- Range of organisations
- Both Commonwealth Ombudsman and Defence Force Ombudsman

Approaches by service for previous 5 years



What are the complaints about?

- Entitlements, pay and allowances
- Termination and discharge
- Redress of grievance process

What does the Ombudsman do with them

- Investigate about one third
- Questions and answers
- Relationship with Defence

Why Defence is different

- Comprehensive internal complaints process
- Complexity of organisation and entitlement
- Legal issues

Why the DFO is a good thing

- Human element in complaint handling
- Biopsies
- Gradual organisational change in attitude