

To whom it may Concern

Please find attached an email from DVA Permanent Impairment Team to myself.

**"Currently we have had a large influx of claims and this is resulting in delays in getting the claims underway, as such your claim has been placed in a queue until a delegate is able to action your case. Your case will be actioned as soon as possible, however we do not have a set timeframe on when your claim will be allocated."**

While I understand that DVA can at times be quite busy I find it utterly appalling that there is a Queue that cannot, or is not being sped up and that my claims have been placed in the queue along with other veterans and no time frame can be given.

This fails to meet: DVA Service Charter, and

Factsheet DP22 - Statements of Principles

As no proper information has been given via a timeline. This leaves myself and other veterans without thorough and practicable information regarding their claims and allows DVA the leeway to not inform the veteran of a what point their claims are currently at as well as failing to provide a time frame for their claims to be accepted.

It also provides no way for a veteran to be informed of where their claims are in the queue as there is no point of contact for the Veteran to reach out to, to see where their claims are currently at within the processing. This is not how the Department of Veterans Affairs should treat clients or customers, as it fails to meet even the basic standards set forth by the Government as well as the above mentioned Charter and Statement of Principles.

The way DVa is dealing with veterans is not only dangerous it fails to meet the basic principles by which they are bound.

Regards

Michael Kelly