

Submit Feedback

Overview

The Feedback function allows you to submit feedback, either compliment, suggestion or complaint, through an online channel to DVA at any time.

To submit feedback via MyAccount you must be logged into MyAccount.

When submitting feedback, fields marked with a red asterisk (*) are mandatory.

The Lodge feedback screen.

Submitting feedback

To submit feedback:

1. In the **What is your feedback** section, select the radio button for the type of feedback you would like to submit e.g. Compliment, Suggestion or Complaint.
2. In the **Enter the feedback** field, enter as much detail as possible about the feedback.



If you chose the feedback type 'Complaint', a new field displays.

From the **What outcome are you looking for** drop down list, select the outcome you would like e.g. advice, apology, contact for discussion or no further action.

3. Upload any relevant documents if required by clicking on the **Browse** button.
4. From the **Your preferred contact method** drop down list, select your ideal contact method e.g. phone, email, post or I do not wish to be contacted.



When a method of contact is selected e.g. phone, your phone number stored in MyAccount will display. If you wish to change you contact details, please go to the Contact details page and update your details.

5. Click on the **Next** button.

The Confirm feedback screen displays.

Australian Government
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MyAccount

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Confirm feedback

[Printable version](#)

What is your feedback?: **Complaint**

Enter the feedback: I didnt like the lady I spoke to on the phone about my payments. She was rude.

Upload supporting document: (If applicable) [DVA-Feedback-dcoument.docx](#)

Your preferred contact method: **Phone**
Number: 07 1234 5678

Edit feedback Next Clear

6. Review your feedback.



Click on the **Edit feedback** button to be taken to the Lodge feedback screen to update the details of the feedback.

7. Click on the **Next** button to submit the feedback.

The Feedback screen displays.

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Feedback

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Your feedback has been successfully submitted.
Service Standard Timeframe: DVA will aim to resolve your complaint within 28 days from the date it is received, as per [DVA's feedback policy](#). Complex matters may take longer, but DVA will keep you updated of any progress.

You can track the progress of your feedback by visiting this feedback page.

Your feedback has been successfully submitted. Please note the service standard timeframe is within 28 days.

Viewing the progress of your feedback

As your feedback is processed, you can monitor how DVA is responding to your feedback.

The Feedback screen.

The screenshot shows the MyAccount Feedback page. At the top, there is a navigation bar with 'Home', 'My details', 'Transport', and 'Forms and publications'. On the right, there are links for 'Feedback', 'Help', and 'Logout'. The main content area is titled 'Feedback' and includes a 'Printable version' link. Below this, there is a section for 'Feedback under consideration' with a list of five feedback items, each with a reference number and a right-pointing triangle icon. An orange bracket on the left side of the page groups these items under the label 'Feedback currently in progress'. Below this is a section for 'Feedback history for MyAccount' with a list of four feedback items, each with a reference number and a right-pointing triangle icon. An orange bracket on the right side of the page groups these items under the label 'Finalised feedback'.

1. Feedback can be expanded to display further details by clicking on the icon.

The feedback is expanded to display further details.

This screenshot shows the same MyAccount Feedback page, but with the first feedback item under 'Feedback under consideration' expanded. The expanded view shows the following details:

- Feedback reference number: FMS-23232323
- Feedback submitted: I didnt like the lady I spoke to on the phone about my payments. She was rude.
- Documents attached: [DVA.Feeback-document.docx](#)
- 12/05/2012: Feedback submitted to the Department.
- 14/05/2012: Your feedback has been forwarded to the area responsible.
- 28/05/2012: Feedback resolved. Please refer to email correspondence.

 Below this, the 'Feedback history for MyAccount' section is also expanded to show details for the first item:

- Feedback reference number: FMS-123456487
- Feedback submitted: MyAccount is an excellent web site. I just wanted to thank you for providing such a good service, like MyAccount. Well done!
- 12/05/2012: Feedback submitted to the Department.
- 14/05/2012: Your feedback has been forwarded to the area responsible.
- 28/05/2012: Feedback resolved. Please refer to email correspondence.

 At the bottom left of the page, there is a 'Create new feedback' button. At the bottom right, there are '< prev' and 'next >' navigation links.

2. Review the current status of your feedback.
3. To submit further feedback, click on the **Create new feedback** button.

Other functions

 Printable version	To print a copy of the information displayed on this page, click on the Printable version link.
 Help ?	To get additional help with the Publications screen, click on the Help button at to the top right of the page.
 Logout	When you are finished using MyAccount, to log out and finish using the service in a secure way, click on the Logout button.