



# VIETNAM VETERANS ASSOCIATION OF AUSTRALIA

## VICTORIAN BRANCH (INCORPORATED)

### ADMINISTRATION INSTRUCTION NUMBER 28

### INVESTIGATION OF COMPLAINTS FROM VETERANS OR ESO'S (PENSION/WELFARE/ADVOCATE ISSUES)

#### Introduction

1. The purpose of this AI is to establish a process whereby a grievance is received from a veteran or practitioners (Pension, Welfare or Advocate) regarding the services provided by registered practitioners on behalf of the Victorian State Branch of the VVAA.
2. As any such complaints may come from a veteran or ESO whether located in Victoria or interstate.

#### Detail

##### Lodgment of Grievances about Pension and/or Welfare and/or Advocate Case Work

3. Any such complaint received by a Sub-Branch or veteran is to be immediately referred to the Victorian State Branch Advocacy Committee (the Advocacy Committee) through the Advocacy Committee Chairman.
4. The Advocacy Committee will consider the matter and where appropriate initiate investigative action having consideration for whether the grievance is initiated by a veteran or ESO located within Victoria (internal grievance) or interstate (external grievance).

**Comment [P1]:** Who is the ACC (Advocacy Committee Chairman) and which members constitute the Advocacy Committee (Need to know Info if AI is to be followed)

##### Internal Grievance

5. Upon receiving an internal grievance, it is the responsibility of the Advocacy Committee to decide whether investigation is required and to determine the most appropriate avenue of investigation.
6. Where it is considered appropriate, the Advocacy Committee may refer an internal grievance to a Sub-Branch for resolution and request the Sub-Branch provide a written report on the matter.

**This AI subject to review, The only changes made were to the Numbering of this AI  
Amended as Authorised by State Council 7<sup>th</sup> August 2010**

#### External Grievance

7. Upon receiving an external grievance, it is the responsibility of the Advocacy Committee to determine whether investigation is required.
8. If it is determined that further investigation is required, the Advocacy Committee will instruct the Victorian Branch Advocate - currently ... - (the Advocate) to investigate the grievance and to provide a written report, within a specified time frame, to the Advocacy Committee.
9. On receipt of the Advocates report, the Advocacy Committee may determine to handle the matter within the committee bounds or to recommend to the State Executive a course of action that may be required as a result of the investigation.
10. Any action/s by the Advocacy Committee needs to be reported to the State Executive. This report should include a copy of the Advocates report where appropriate.

#### Responses to Grievances

11. The veteran or ESO who lodged the grievance is entitled to a response.
12. It is at the responsibility of either the State Executive or the Advocacy Committee to provide a response to the person or ESO and to determine how the response is provided ie writing, telephone, personal visit.

#### Conclusion

13. The crux of a grievance will differ depending on the circumstances and experience has demonstrated that prompt investigation of the issues at hand is best practice.
14. Given the nature of such a grievance, the Advocacy Committee is the best experienced group to manage the grievance.