



BOARD OF VETERANS' APPEALS OMBUDSMAN (CUSTOMER SERVICE): COMPLIMENTS, QUESTIONS, CONCERNS, ETC.

You have reached the Board of Veterans' Appeals Ombudsman's or BVA's Customer Service Home Page. The Ombudsman is located in the Office of the Chairman, BVA. Tell us what you like, or what could be improved about the way BVA provides services. We'll try to resolve your concerns and answer questions as quickly as possible. Let us know if you have unpleasant experiences with BVA personnel and if our communications are not clear and timely. We monitor the issues you raise and provide that information to the Chairman to help the BVA improve future services.

We gladly accept compliments:

Let us know if someone in BVA was especially positive or helpful to you. These examples of excellent customer service are especially valuable in helping us improve; these success stories provide a model all BVA employees can follow. So, if you send us the specifics, we will make sure the Chairman learns about it.

There's usually some fine print, and here is ours:

- We'll acknowledge every contact you make with us and respond to every inquiry that we can, especially those concerning claims before the BVA.
- We **WILL NOT** open attachments.
- We **DO NOT** conduct business using email. Do not send evidence, filings or other material important to your appeal in an email. Please send these items to us by mail or Fax:

**Board of Veterans' Appeals
811 Vermont Avenue, NW
Washington, DC 20420
FAX: 202 565-4720**

- To REPORT A DEATH -- Please accept our condolences for your loss. For claims pending before BVA, you may report a death by mailing or FAXing a copy of the death certificate to:

**Board of Veterans' Appeals
811 Vermont Avenue, NW
Washington, DC 20420
FAX: 202 565-4720**

- We CANNOT provide legal advice.
- We CANNOT intervene in the substance of a claim or require the Appeals Management Center, Regional Office or Medical Center to take specific actions. Claims are adjudicated on their facts and the applicable laws. We are not authorized to intercede in these areas.
- If you are seeking the status of your current claim before the Board of Veterans' Appeals, contact the BVA by telephone at

202-565-5436, Monday-Friday 8 AM to 4:30 PM, or send us an [e-mail](#) by clicking here.

Helpful Information:

- Once BVA issues a decision (including a remand), we no longer have the authority to act on the appeal. Contact the [Appeals Management Center](#), your local [Regional Office](#) or your representative (if you have one to advocate on your behalf). If your residence is in a foreign country, contact the [VBA Foreign Service Program](#).
- If you are seeking legal assistance with a claim, contact your local [Regional Office](#) for a list of Veterans Service Organizations in your area.
- If you owe the VA money, contact the [Debt Management Center](#).
- If you wish to report fraud, waste or abuse in any VA program, contact the [VA Office of Inspector General](#).
- If you have an original education claim, contact the VA [Educational Benefits Program](#).
- If you have an original home loan guarantee claim, contact the VA [Home Loan Program](#).
- If you have an original VA life insurance claim, contact the [VA Life Insurance Program](#).
- If you have an original claim as a surviving spouse or dependent, contact the [VA Veterans Services Outreach](#).
- If you have an original request for burial and memorial benefits, contact the [VA National Cemetery Administration](#).
- If you are seeking copies of your military records, contact the [National Personnel Records Center](#).
- If you are seeking a medal upgrade, contact the appropriate military department Public Affairs Office.
- If you are seeking information about an upgrade or review of your discharge, complete the application form at [Military Discharge Upgrade](#).
- If you are seeking a correction of your military records, complete the application form at [Correction of Military Records](#).
- We will not respond to political statements.

[Español](#) | [VA Forms](#) | [Facilities Locator](#) | [Contact the VA](#) | [Frequently Asked Questions \(FAQs\)](#)
[Privacy Policy](#) | [Web Policies & Important Links](#) | [Annual Performance and Accountability Report](#)
[Freedom of Information Act](#) | [Small Business Contacts](#) | [Site Map](#) | [Directives](#) | [No FEAR Act Data](#)
[USA.gov](#) | [White House](#) | [USA Freedom Corps](#) | [ExpectMore](#) | [GovBenefits](#)

Reviewed/Updated Date: February 21, 2007