

18 July 2012

Armed Forces Pensioners/Annuitants Association of Canada
P.O. Box 370, 3-247 Barr Street
Renfrew, Ontario
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Ref: Article – Ombudsman: Review and Appeal Board is failing veterans

To Whom It May Concern:

I feel compelled to add more fodder in regards to the overall actions of the VRAB. The referenced article is excellent however, the number of applications which VAC in effect rule adversely against should they be made known, would I suggest astound both those for and against the actions of VAC. As of this date, of all the correspondence which I have read, this equation has never been recorded regarding these miscarriages of justice.

One simply has to realize that a large number of applicants simply cease corresponding with VAC upon being ruled upon in an adverse manner.

Secondly, the costs associated with bringing one's case to the Federal Court are exorbitant, thus most members are unable to do so.

The actual numbers of applications which are ruled against if known would most certainly be astounding.

The task of determining this fact is probably not a simple one and would entail a degree of research, however, I suggest that upon it's determination, it would reveal the degree that VAC constantly fails veterans and thus more pressure could be brought to bear upon the organization to fulfill their tasks in a proper manner.

I corresponded with VAC for 4.5 years in regards to my Hearing Loss following 30 years in communications and much to my chagrin, it was akin to emitting wind from my anus against a hurricane.

When a person of Mr. Larlee's stature advises me via letter that "VAC's Appointed Board Members" have the training and knowledge to overrule two (2) Ear, Nose & Throat Specialists, there's definitely a problem in an area outside of Houston Texas & can be found in the locale of Charlottetown PEI.

VAC were provided with more information regarding my Hearing Loss than most members provide, however, should I have simply provided the minimum required, the benefits which I would have received couldn't have been less. I was rebuffed on my initial application through to my final appeal.

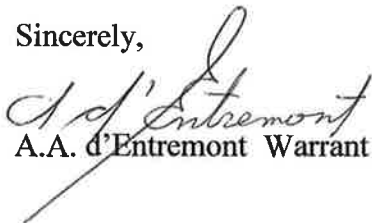
I wish not to belabour the fact that I was ruled against in an improper manner despite many factors in my favour, I simply wish to impart with my views of the VRAB.

It's my contention that until VAC Headquarters are moved from Charlottetown to Ottawa, the adverse scenarios which we have and are witnessing shall continue. There are a large number of individuals in the organization who mostly rule as they please without fear of reprisals. More military members are a must on the VRAB board, one member is far from adequate. Nil aspersions towards lawyers, however, most if not all, have never served in the military and have no inkling as to the trials and tribulations associated with the military.

VAC is the sole entity whose Headquarters are not situated in Ottawa and in my view, a lack of proper supervision leads to chaos or at a minimum unacceptable performances. Bonuses granted to members whose sole intentions are to refuse benefits are despicable.

In closing, I have worked, orated and corresponded with many organizations during my military tenure & since retirement, a more ineffective organization I have/had never encountered. They are inept, ineffective and last but not least, give an applicant the impression that in effect they are doing him or she a favour by simply responding to correspondence. Should factors favour the applicant, a story is concocted or the Internet is consulted in order to obtain information which is not in agreement with the information provided.

Sincerely,



A.A. d'Entremont Warrant Officer CD Ret'd