

# Do you have a Compliment, Recommendation, Question, or Complaint?

## Illinois Veterans' Accountability Unit (VAU)

### Let us Know!

If you are an Illinois Veteran or other Illinois resident who seeks services from the Illinois Department of Veterans' Affairs (IDVA); a resident of any Illinois Veterans' Home, a family member of a resident, a visitor of any Illinois Veterans' Home; a vendor and/or contractor of the IDVA; or staff of the IDVA, we want to hear from you.

This office welcomes feedback about the services being provided to the Veterans of Illinois. If you received exceptional service or have concerns about poor performance involving any member of the Illinois Department of Veterans' Affairs, please let us know.

Email us at

[IDVA.accountability@illinois.gov](mailto:IDVA.accountability@illinois.gov)

or Call our Toll-Free Helpline

**1-855-660-7011**

More information about the VAU can be found on the Illinois Department of Veterans' Affairs website

<https://www2.illinois.gov/veterans/Pages/default.aspx>

The VAU maintains the confidentiality of investigations, complainants, and witnesses to the maximum extent allowable, but must disclose complaints to the Office of the Executive Inspector General (OEIG).

You can obtain more information about the OEIG or file a complaint with the OEIG directly through its website at <https://oeig.illinois.gov/>.



Illinois Department of  
**Veterans' Affairs**