

Office of the Veterans Ombud 2025-2026 Annual Report Summary

Message from the Ombud Trust Matters

“ This past year has highlighted both the strengths of existing supports and the very real gaps that continue to affect Veterans and their families. What we have heard reinforces the importance of fairness, clear communication, and meaningful action on long-standing issues. ”

By the Numbers

8 Veterans Ombud
Commendations presented



2,257

Complaints and information
requests received



3 Parliamentary Committee
appearances



Stakeholder and Media Engagement

26 Meetings with Veterans
and related organizations

14 Major stakeholder
meetings

78 Media articles
referencing OVO



Policy Impact



3 New recommendations
submitted to the Minister
of Veterans Affairs

Outreach



We travelled to seven provinces,
one territory and an international
conference to connect directly with
Veterans, their families and stakeholders

In Canada:

- Yukon
- British Columbia
- Alberta
- Manitoba
- Ontario
- Newfoundland and Labrador
- Nova Scotia
- Prince Edward Island

Internationally:

- Norway



4 Key Publications



- The Veterans Affairs Internal Review Process
- How to Access the Services You Need from Veterans Affairs Canada
- How Your Income Replacement Benefit is Calculated
- Spotlight 2025