

Inquiry Routing & Information System (IRIS)

Warning! Our goal is to respond to your inquiry within 5 business days. If you are experiencing a medical emergency or in need of immediate crisis counseling, please go to your nearest medical facility Emergency Room or call 911. If you are in need of immediate crisis counseling, please contact VA's suicide hotline at 1-800-273-TALK; counselors are available 24/7 to help.

Locations (Find a VA Facility)

This directory provides complete information regarding the locations of all VA Medical and Regional Office Facilities and Cemeteries.

FOIA (Freedom of Information Act) Requests

FOIA requests cannot be submitted on this webpage. FOIA requests must be in writing and signed by the person submitting the request. VA does not accept requests via the Internet or by email. Only signed requests received by postal mail or fax will be accepted. For further information, click here.

Frequently Asked Questions (FAQs)

Search our Frequently Asked Questions (FAQs) and answers. Search by topic or phrases.

Education Benefits Inquiries

The VA provides a site specifically to handle your Veterans Education Benefits inquiries. Also use this link for WAVE pin/password problems.

Board of Veterans Appeals

The Board of Veterans Appeals is the component of the Department of Veterans Affairs (VA) that is responsible for entering the final decision on behalf of the Secretary for entitlement to Veterans benefits that are presented annually for appellate review. If you have an Inquiry about your appeal, please click on this link. If you wish to view the web site, please click the "Board of Veterans Appeals" link under "IRIS Links" in the top right corner of this page.

Ask a Question

If you were unable to find the answer in our Frequently Asked Questions (FAQs), then ask your question here. Use this link to ask questions, submit compliments, complaints and suggestions. If you are experiencing a medical emergency or in need of immediate crisis counseling, please go to your nearest medical facility Emergency Room or call 911. This web site is not intended to provide medical diagnosis or emergency care.

Toll Free Numbers for Contacting VA

The VA provides toll-free 800 phone service for Veterans to obtain information about benefits.

Paperwork Reduction Act Notice

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Paperwork Reduction Act of 1995.

OMB Number: 2900-0619
Estimated Burden: 10 minutes

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Paperwork Reduction Act of 1995. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who must complete this form will average ten (10) minutes. This includes the time it will take to read instructions, gather the necessary facts and fill out the form. This collection of information is intended to fulfill the need identified by the Department of Veterans Affairs (VA) to categorize your question, complaint, compliment, or suggestion and collect the necessary information to respond to it. Results will be used to automatically route your inquiry to the appropriate person in the VA, which will help ensure that you receive a response in a timely manner. Use of this form is voluntary and failure to participate will have no adverse effect of benefits to which you might otherwise be entitled.