

If you're unhappy about how we assessed your needs, or which services you're getting or not getting, you can make a complaint.

What our complaints process is for

Our complaints process is for concerns about:

- **how we assessed your needs**
(for treatment, rehabilitation, or Veterans' Independence Programme)
- **which services you're getting**
(under treatment, rehabilitation or Veterans' Independence Programme)
- **which journeys we approved**
(for visiting veterans in long-term care, assessment, treatment, rehabilitation, Travel Allowance, Travel Concession).

How to resolve other concerns

To find out how to resolve:

- **disputes about whether you qualify for entitlements or services**
see our factsheet *Reviews, Appeals, Reconsiderations*
- **concerns about how we treated you or communicated with you**
see our factsheet *Code of Veterans' & Other Claimants' Rights*
- **concerns about the quality of your health and disability services**
see the Health & Disability Commissioner's website at www.hdc.org.nz

How to make a complaint

Completing a complaints form

Fill out our complaints form and send it to us:

- include enough detail for us to look into what happened
- tell us what solution you'd like.

Getting support

If you need support to fill out the form or deal with us:

- our Complaints Service can help you fill out the form
- a representative you appoint may deal with us for you (see our form *Appointing a Representative*).

What we'll do about your complaint

Acknowledging your complaint

We'll acknowledge your complaint within 5 working days of getting it. We may ask you for more information, if needed.

Handling your complaint

We may decide not to deal with the issue as a complaint, if it:

- should come under a different process (such as a Review or Appeal process)
- repeats an earlier complaint that's been decided
- doesn't appear to us to be raised in good faith.

Otherwise, a complaints officer who wasn't part of the original decision will look into your complaint.

Upholding your complaint

If we uphold your complaint, we'll then:

- give you a formal apology
- explain what happened and how we'll resolve it
- help with any further questions or requests you may have
- explain what you can do if not satisfied
- draw up, for our staff, any suitable lessons from what happened.

For further help or to request other factsheets contact Veterans' Affairs:
Freephone 0800 483 8372 / 0800 4 VETERANS (or +64 4 495 2070 from overseas)
Email: veterans@nzdf.mil.nz
Website: www.veteransaffairs.mil.nz (factsheets available here)