

**In some situations you may be able to seek review of a decision, or appeal a decision. In some situations a decision may be reconsidered.**

## Review

### *When a decision can be reviewed*

A decision may be reviewed if it was about one of the following:

- whether service is qualifying service
- whether an illness or injury is linked to qualifying service
- whether you qualify for an entitlement or service
- what level of impairment applies.

You must apply for the review within 6 months of being told of the original decision (unless you had exceptional reasons for delay).

### *What happens*

If the decision reviewed relates to whether service is qualifying service, the review will be by a panel made up of:

- a Veterans' Affairs review officer
- an RNZRSA representative.

Other types of review are carried out by a Veterans' Affairs review officer.

## Appeal

### *When a decision can be appealed*

You can appeal the outcome of a review, but must do so within 6 months of being told of it.

### *What happens*

Your appeal will be decided by the Veterans' Entitlements Appeal Board. This is:

- independent of Veterans' Affairs
- made up of at least one lawyer and two medical practitioners (one nominated by the RNZRSA).

If the Appeal Board agrees, you can be represented at the hearing. But we can't cover any costs for this.

### *If you'd like to attend the hearing*

You may attend the appeal hearing:

- in person – we'll meet reasonable and necessary costs of your travel, within New Zealand
- remotely – for example, by video conference or phone.

## Reconsideration

### *When a decision can be reconsidered*

You may be able to have a decision reconsidered if:

- review and appeal were unsuccessful or the period for review/appeal has ended; and
- a principle relevant to the decision has changed.

That change must be to one of the following:

- our list of qualifying operational service
- our lists of conclusively presumed conditions
- our statements of principles.

Sometimes we can reconsider a decision without being asked (for example, if we think we made an error).

### *What happens*

If you apply for reconsideration, we'll look at whether there are grounds for it. On that basis we'll either:

- grant reconsideration
- decline reconsideration.

If we grant reconsideration, a staff member not involved in the original decision will reconsider it.

If we decline reconsideration, you can't appeal the decline or have it reviewed.

**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](mailto:veterans@nzdf.mil.nz)  
Website: [www.veteransaffairs.mil.nz](http://www.veteransaffairs.mil.nz) (factsheets available here)**