

Review or appeal a decision

If we've made a decision that you don't agree with, you can request a formal review.

Review of decision

When you can ask for a review

You can ask for a review if:

- we've made a decision that you don't agree with, or
- you're unhappy with the level of service you are or are not getting.

A decision could include:

- if your service is Qualifying Service
- if an illness or injury is related to Qualifying Service
- if you qualify for support
- what level of impairment applies to you.

How to ask for a review

You must submit an application for review within 6 months of being notified of the decision. We'll only accept a late application if there's a very good reason for the delay.

1. Talk to us first

We'll explain why the decision was made and can put things right if there's been a mistake. We may be able to resolve things without you having to go through a formal review.

2. Ask for a review of decision

If you're still unhappy, you can ask for a review of decision.

1. Download the Review of Decision application form.
2. Send the application form and any supporting information to us.

 [Review of decision application form \[PDF, 351 KB\]](https://www.veteransaffairs.mil.nz/assets/Forms/fb9e080eac/Review-of-Decision-application-form.pdf)

(<https://www.veteransaffairs.mil.nz/assets/Forms/fb9e080eac/Review-of-Decision-application-form.pdf>)

What happens

Your review will be considered by a Review Officer unless it is about whether you have Qualifying Service. If this is the case, your review will be considered by a Veterans' Service Review Panel.

About Veterans' Service Review Panels (<https://www.veteransaffairs.mil.nz/about-veterans-affairs/our-partners-and-the-veteran-sector/boards-and-panels/veterans-service-review-panel/>)

Appeal a decision

If you disagree with the outcome of a review of decision you can appeal to Veterans' Entitlement Appeal Board.

How to appeal a decision

You must submit an application to appeal within 6 months of the review decision.

To submit an application to appeal:

1. Download the Review of Decision application form.
2. Send the application form and any supporting information to us.

 [Appeal Against Review Decision application form \[PDF, 397 KB\]](https://www.veteransaffairs.mil.nz/assets/Forms/157811b213/Appeal-Against-Review-Decision-application-form.pdf)

(<https://www.veteransaffairs.mil.nz/assets/Forms/157811b213/Appeal-Against-Review-Decision-application-form.pdf>)

What happens

Your appeal is handled by the Veterans' Entitlements Appeal Board.

More about the Veterans' Entitlements Appeal Board (<https://www.veteransaffairs.mil.nz/about-veterans-affairs/our-partners-and-the-veteran-sector/boards-and-panels/veterans-entitlement-appeal-board/>)

You can attend the appeal hearing—either in person or by video/teleconference.

We'll pay the cost of travel for you to attend the hearing, as long as the travel is within NZ and is reasonable.

You can also have a representative at the hearing. This must be agreed to by the appeal board in advance. We can't cover any costs for a representative to attend.

If you still disagree

If you disagree with the outcome you can appeal to the High Court of New Zealand.