
Your rights and responsibilities

We want to make sure you have the best possible experience when you deal with us.

This is a guide to:

- what you can expect from us
- what we expect from you.

There's also information on what to do if you are not happy with our service or a decision we have made.

In this section

[Having someone represent you \(https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/having-someone-repres](https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/having-someone-repres)

[When things change \(https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/when-things-change/\)](https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/when-things-change/)

[Code of Claimant's Rights \(https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/code-of-claimants-rights/\)](https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/code-of-claimants-rights/)

[Reconsideration \(https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/reconsideration/\)](https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/reconsideration/)

[Review or appeal a decision \(https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/review-or-appeal-a-decision\)](https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/review-or-appeal-a-decision/)

[Debt with us \(https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/debt-with-us/\)](https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/debt-with-us/)