

About the Code of Veterans' & Other Claimants' Rights

As a claimant, you're entitled to standards of service set out in the Code. The spirit of the Code is positive partnership: working together with trust, respect and understanding.

What your rights are under the Code

Whether you're a veteran, or the spouse, partner, child or dependant of a veteran, as a claimant you have these rights under the Code:

- Right 1** – to dignity and respect
- Right 2** – to fair treatment, and consideration of your views
- Right 3** – to respect for your culture, values and beliefs
- Right 4** – to a support person(s)
- Right 5** – to effective communication
- Right 6** – to full information
- Right 7** – to respect for your privacy
- Right 8** – to complain.

What if you don't get those rights

Raising a concern

If you find our service falls short of these standards, tell the staff member concerned or their manager. They must:

- work with you to address your concern; and
- let you know how they've addressed it.

Making a Complaint under the Code

If this doesn't resolve your concern, you can lodge a *Complaint under the Code* with our Complaints Service. You need to do this in writing. We'll supply a form.

Complaints Service will look into your concern and decide whether we breached the Code.

Seeking a Review under the Code

If you're not happy with this decision, you can seek a *Review under the Code*. You must:

- use our form *Review under the Code*; and
- get it to us within 3 months of the decision (unless the delay was beyond your control).

Reviewing your complaint

An independent Review Officer, appointed by Chief of Defence, will:

- review your complaint; and
- issue a decision within 30 days of us getting your application.

Upholding your complaint

If your complaint is upheld at complaint or review stage, we may be told to do any of these:

- apologise to you
- explain to you what happened
- send you more information
- meet with you
- give you access to an interpreter
- give you access to your file
- help you get answers to any further questions or requests
- do other things to resolve the issue.

We'll also draw up, for our staff, lessons from what happened.

How to resolve other concerns

If your concern can't be dealt with under the Code, we may be able to suggest other ways of resolving it.

- **Disputes about whether you qualify for entitlements or services:**
see our factsheet *Reviews, Appeals, Reconsiderations*
- **Concerns about our assessment of your needs, and which services you're getting or not getting:**
see our factsheet *Complaints*
- **Concerns about the quality of your health and disability services:**
see Health & Disability Commission's website at www.hdc.org.nz

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)