Notes about rejected claims for War Disablement and War Widows or Widowers pensions living in the United Kingdom
About this leaflet

The letter we have sent you with this leaflet tells you about the decision we have made on your claim.

Pages 3 to 10 tell you what to do if you disagree with our decision. Includes important information about time limits.

Pages 11 to 12 tell you about other benefits or allowances you may be entitled to.

Pages 13 to 27 tell you where to get help and advice.

Page 28 explains about our service to you.

Pages 29 to 30 explains about Data Protection and Freedom of Information.

Information in this leaflet relates to decisions made on or after 5 April 2010.
About this leaflet

The War Pensions Scheme is run by Veterans UK. This leaflet gives you general guidance, but it is not a full statement of the law. Please remember that the law may change from time to time. This may affect your rights and responsibilities, including whether you are likely to get a War Pension. If you need more advice about anything to do with War Pensions, call **Veterans UK Helpline on 0808 1914 2 18**

For more information on our helpline and other ways to contact us please go to page 13

We do not deal with any social security benefits. If you want information about these benefits, please contact your local Jobcentre Plus, Pension Centre or Social Security Office.
What to do if you disagree with our decision

If you disagree with our decision you can ask us to look at it again.

If you want more information about our decision or you want us to look at it again further you can contact us at the address on page 13.

For certain decisions you may also be able to appeal to an independent tribunal who can change the decision if they consider it is wrong. The letter telling you about the decision tells you if you have a right of appeal against it. There are time limits for appealing against a decision (see pages 6 to 10)

You can also ask for advice from a Veterans Advisory and Pensions Committee (VA&PC) (see page 5).

Reviews

We will normally not look at your case again unless you ask us to.

You can ask for a review if:

- there are some facts about your condition that you did not tell us about or; or
- there are some facts about your late husband, wife or civil partner that we may not know.
What to do if you disagree with our decision

When can you ask for a review?
There is no time limit for asking for a review and you can ask for a review at any time.

How do you ask for a review?
If you want us to review your case, please let us know as soon as possible. Remember to tell us your National Insurance number and the reason you want us to review our decision.

There are special considerations if you want a review and your disablement is a 'noise-induced hearing loss' (see Leaflet-10 Notes about War Pension claims for deafness).

What happens next
If you ask for a review we may send you a form to fill in.
We will look carefully at why you have asked us to look at your case again and will write to you as soon as possible to tell you what we have decided.
Help from Veterans Advisory and Pensions Committees (VA & PC)

If you are not happy with our decision on your claim, you can ask your local Veterans Advisory & Pensions Committees for advice. They may want to talk to you about your case, and get in touch with us about it. We look at anything they tell us very carefully.

For further information, please contact your local Veterans Welfare Office (details on page 14) and ask them about Veterans Advisory & Pensions Committees.

The Committees are independent of Veterans UK. They have members who are disabled ex-servicemen and ex-servicewomen, and some who work for voluntary associations.
What to do if you disagree with our decision

Veterans UK decisions
If you think our decision is wrong and the letter notifying you of that decision gives a right of appeal, you can appeal to an independent Tribunal.

You can appeal against:
- the refusal of an award or level of entitlement;
- the level of an award (% assessment or rate of allowance if less than the maximum);
- the date from which an award starts;
- changes to the amount (upwards / downwards), or period of an award; and
- the label (medical name given for a claimed condition).

How to appeal
If you live in England, Wales or overseas and you want to appeal, you need to contact us in writing stating:
- your name, address and National Insurance number;
- the name and address of any representative;
- an address where documents can be sent or delivered (this will normally be your home address);
- the date and details of the decision you want to appeal against;
- why you disagree with the decision; and finally
- you must sign and date your letter.

If you fail to provide all of the required information, we may have to make further enquiries, which may delay or even make your appeal late.
What to do if you disagree with our decision

How to appeal - continued
If you live in Scotland or Northern Ireland, you must contact us either by telephone or in writing. We will then send you an appeal form, which you must complete. This is a legal requirement in these countries.

If you live in Northern Ireland, please return the form to us. If you live in Scotland, please return the form to the Pensions Appeal Tribunal, George House, 126 George Street, Edinburgh, EH2 4HH

Right of appeal
Not every decision will carry a right of appeal. If you receive such a decision and you disagree with it you may ask for an appeal, but it will be up to the Tribunal to decide if it can be heard. If the Tribunal decide that the appeal cannot be heard, there is no further right of appeal against that decision.

Appeal time limits
Your letter or appeal form must be received by us within 12 months, starting with the day on which the decision letter was sent to you.

Late appeals
In some circumstances you will be allowed to appeal even if you have not written to us within the 12 month period. When you write after this period however you must state why you (or someone on your behalf) did not write to us within the 12 month period. You cannot however appeal more than 24 months after the date on which the decision letter was sent to you.
What to do if you disagree with our decision

If you live in England and Wales or overseas

If the Secretary of State does not object to the late appeal, it will proceed as if it were in time.

Examples of circumstances in which the Secretary of State may decide not to object include the following:-

- the death or serious illness of the claimant, or their spouse/partner or dependant;
- a disruption to normal postal services; and
- exceptional circumstances, which made it impracticable for the claimant to bring the appeal or to instruct some other person to bring it on his/her behalf.

In all cases, in deciding whether or not to object, Veterans UK will also consider, despite the circumstances of the delay whether the appeal was brought as soon as was reasonably practicable.

If Veterans UK objects to the late appeal being brought it will then be for the Tribunal to decide if it can hear the appeal.

If you live in Scotland or Northern Ireland

It is the Tribunal's decision whether or not a late appeal can be brought. For it to allow a late appeal to be brought, you must be able to show that the appeal was late because of one of the following "prescribed circumstances":-

- the death or serious illness of the claimant, or their spouse/partner or dependant;
- a disruption to normal postal services;
What to do if you disagree with our decision

If you live in Scotland or Northern Ireland - (cont)

- failure on the part of the Secretary of State to notify the claimant of the decision; and
- exceptional circumstances which made it impracticable for the claimant to bring the appeal or to instruct some other person to bring it.

Additionally, the appeal must be made as soon as was reasonably practicable in the circumstances of the case.

Help and advice

The ex-service organisations listed in this leaflet may give free advice, if required, on any aspect of War Disablement Pensions, including appeals. These organisations may represent you, free of charge at a hearing.

You can also contact us or our Veterans Welfare Service for help on any practical issues concerning your appeal.
Decision of the Tribunal

The Tribunal may, depending on the issue under appeal:-

- maintain Veterans UK's decision;
- accept a condition previously rejected or raise the level of entitlement;
- increase or reduce an award;
- change the date from which an award was made and;
- change the label (the medical name for the condition claimed).

Note - It is possible that a Tribunal could make a decision which is to your disadvantage.

If the Tribunal gives a different decision to that of Veterans UK, we will implement it as soon as is possible, unless Veterans UK decides to appeal the Tribunal's decision.

Further rights of appeal

If you disagree with the Tribunal's decision, you must seek advice from the Tribunal office on making an appeal to an Upper Tier Tribunal (UTT) or Pensions Appeal Commissioners (depending where you live).

Similarly, if Veterans UK disagrees with the Tribunal's decision it too can make an appeal to the UTT, or the Pensions Appeal Commissioners.
Other benefits or allowances you may be entitled to

Access to Health Services - Priority treatment for Veterans
All veterans in England, Scotland and Wales should receive priority access to NHS secondary care for any conditions which are likely to be related to their service, subject to the clinical needs of all patients. Make sure your GP and hospital know you are a veteran.

There are currently no arrangements with Health Authorities in Northern Ireland. Their aim is that all patients should have access to treatment within a reasonable timescale.

Other Benefits or allowances you may be entitled to
There are various Government Departments who offer financial help and other support if;
• you're on a low income (employed or looking for work)
• you have dependant children
• you're sick or disabled
• you're caring for someone
• you're 60 or over
• you have been bereaved
• you're pregnant or have recently had a baby
The Veterans UK Helpline will be able to offer you general advice and guidance on these benefits, pensions or any other issues that may be affecting you.
Alternatively, you can find out more on the Jobcentre Plus website at www.jobcentreplus.gov.uk. If you want to speak to someone, contact your local Jobcentre Plus, Jobcentre or Social Security Office. You can find contact details in the phone book or on the Jobcentre Plus website. If you live in Northern Ireland contact the Government of Northern Ireland Health and Social Services.

**Useful Websites**

- www.gov.uk
- www.jobcentreplus.gov.uk
- www.dwp.gov.uk
- thepensionservice.gov.uk
- hrmc.gov.uk

**Useful telephone Numbers**

0843 506 8863 - Job Centre Plus

0345 300 3900 - Tax Credits Helpline

0845 606 0265 - The Pensions Service

0845 712 3456 - Disability Benefits Helpline

0845 608 4321 - Carer's Allowance Enquiries
Where to get help and advice

Veterans UK Helpline

Veterans UK free Helpline number is: **0808 1914 2 18**.

It is open:
- 8:00am to 5:00pm Monday to Friday

The staff can give you general advice and can also help you to fill in your claim form.

If you have problems with your hearing and you have a Textphone, you can phone the free Helpline on: **0800 169 34 58**.

We may monitor your phone calls to us to make sure we maintain our high standard of customer service and to train our staff.

You can write to us at:

**Veterans UK**
Norcross
Thornton-Cleveleys
FY5 3WP

**You can contact us by E-mail at:**
veterans-uk@mod.gov.uk

**You can find us on the Internet at:**
www.gov.uk/veterans-uk

If you write to us please tell us your National Insurance number.
Where to get help and advice

Veterans Welfare Service

Veterans Welfare Service provide advice, guidance and support to Veterans and their families.

Our network covers the whole of the UK, and the Irish Republic.

If you want help and advice from a Welfare Officer, you can get in touch with your nearest Veterans Welfare Office. Welfare Officers can give you free and confidential advice about War Pensions. Simply call **0808 1914 2 18** to get details of your nearest Veterans Welfare Service office.

Ex-Service organisations

There are many ex-service organisations which help veterans and their families. They can give you help and advice on war pensions and allowances.

If you want to appeal against a decision on your claim, these organisations can help you with your case and represent you at the appeal. It will not cost you anything and you do not need to be a member of the organisations to get free advice.
These organisations include the following.

**BLESMA-The Limbless Veterans**

185-187 High Road  
Chadwell Heath  
Romford  
Essex  
RM6 6NA

**Tel:** 0208 590 1124  
**Fax:** 0208 599 2932  
**web:** [www.blesma.org](http://www.blesma.org)  
**e-mail:** headquarters@blesma.org

The association aims to promote the welfare of all those who have lost a limb or limbs, or one or both eyes, of the use of limbs as a result of their service in any branch of Her Majesty's Forces or Auxiliary Forces. It also aims to help dependants of these people and those ex-servicemen and servicewomen who lose a limb after service.

**Burma Star Association**

34 Grosvenor Gardens  
London  
SW1W 0DH

**Tel:** 0207 823 4273  
**web:** [www.burmastar.org.uk](http://www.burmastar.org.uk)  
**e-mail:** burmastar@btconnect.com

The association provides welfare service and gives free and confidential advice to all holders of the Burma Star.
The society cares for ex-members of HM Forces and the Merchant Navy who have psychiatric disabilities. The society provides a network of regional welfare officers throughout the United Kingdom. There are also three short-term treatment centres and a veterans' home.

The Ex-Services Mental Welfare Society
(Combat Stress)
Tyrwhitt House
Oaklawn Road
Leatherhead
Surrey
KT22 0BX
Tel: 01372 587000
web: www.combatstress.org.uk
e-mail: contactus@combatstress.org.uk

The society cares for ex-members of HM Forces and the Merchant Navy who have psychiatric disabilities. The society provides a network of regional welfare officers throughout the United Kingdom. There are also three short-term treatment centres and a veterans' home.
Defence Medical Welfare Service
The Old Stables
Redenham Park
Fyfield
Andover
Hampshire
SP11 9AQ
Tel: 01264 774000
web:www.dmws.org.uk
e-mail: info@dmws.org.uk

Purpose:
The Defence Medical Welfare Service (DMWS) delivers an independent and impartial 24 hour specialist welfare service to those members of the British Armed Forces who are receiving hospital care, their dependant relatives and entitled civilians in order to contribute to the coherence of the recovery and rehabilitation pathway for service personnel. The crucial practical and emotional support is provided at times when it is most needed and is bound by a code of confidentiality.

Mission:
To provide a high-quality hospital welfare service to the military community both serving and their dependants, on operations and static locations in UK and Overseas in order to sustain the delivery of military capability.
The National Gulf Veterans and Families Association
Building E Office 8
Chamberlain Business Centre
Chamberlain Road
Hull
HU8 8HL
Tel: 0845 257 4853
web: www.ngvfa.org.uk
e-mail: info@ngvfa.org.uk

The NGVFA supports those affected by Gulf 1 and Gulf War 2 (Iraq), the on-going conflict in Afghanistan, and all future desert conflicts. Charity services and activities include welfare and advice, counselling, 24 hour free phone helpline, website - with a members only area, five day respite break, and information guides.

The ‘Not Forgotten Association
4th Floor
2 Grosvenor Gardens
London
SW1W 0DH
Tel: 0207 730 2400
Fax: 0207 730 0020
web: www.nfassociation.org.uk

The association helps disabled ex-service personnel. They provide televisions and holidays for severely disabled people and outings, concerts and gifts for people in hospitals and care homes.
Where to get help and advice - Ex-Service Organisations

Gurkhas Welfare Trust
P.O. Box 2170
22 Queen Street
Salisbury
SP2 2EX
Tel: 01722 323955
e-mail: staffassistant@gwt.org.uk

The Officers' Association
1st Floor
Mountbarrow House
6-20 Elizabeth Street
London
SW1W 9RB
Tel: 0207 808 4160 / 0845 873 7153
e-mail: a.carrington@officersassociation.org.uk or k.wallis@officersassociation.org.uk
web: www.officersassociation.org.uk

Or, if resident in Scotland.

New Haig House
Logie Green Road
Edinburgh
EH7 4HO
Tel: 0131 550 1575 / 1581
web: www.oascotland.org.uk
The Officers' Association (contd)
The association gives advice and help to ex-officers and their families:
- cash grants;
- continuing allowances to those with very small incomes; and

In special circumstances they can also give help with education or training fees.
There is a care home for single ex-officers near Teignmouth, Devon and a 12 bungalow estate near Watford for disabled ex-officers and their families.
The association also helps ex-officers to find suitable jobs, either when just leaving service or if they become unemployed.

The Royal Alfred Seafarers' Society
Head Office
Weston Acres
Woodmansterne Lane
Banstead
Surrey
SM7 3HB
Tel:   01737 353763
Fax:  01737 362678
web:www.royalalfredseafarers.com
e-mail: enquires@royalalfred.org.uk.com
The society provides accommodation in Surrey and Sussex for former seafarers and their dependants. Sheltered housing and care homes are available in Surrey and there are care homes in Sussex.
The organisation provides for the welfare of ex-servicemen, ex-servicewomen and their dependants. It provides:

- financial help;
- care homes;
- employment for the disabled;
- small-business advice and loans;
- resettlement training; and
- free pensions advice and much more

All work is funded by public donations.

Where to get help and advice - Ex-Service Organisations

The Royal Airforces Association
117 1/2 Loughborough Road
Leicester
LE4 5ND
Tel: 0116 266 5224
Fax: 0116 266 5012
web: www.rafa.org.uk
The Association gives help and advice to ex-RAF and Commonwealth Air Forces personnel.

The Royal British Legion
Haig House
199 Borough High Street
London
SE1 1AA
Tel: 0808 8028080
web: www.britishlegion.org.uk
The organisation provides for the welfare of ex-servicemen, ex-servicewomen and their dependants. It provides:

- financial help;
- care homes;
- employment for the disabled;
- small-business advice and loans;
- resettlement training; and
- free pensions advice and much more

All work is funded by public donations.
The Royal British Legion Scotland
The Earl Haig Fund Scotland and the Officers’ Association Scotland
New Haig House
Logie Green Road
Edinburgh
EH7 4HR
Tel: 0131 550 1562 / 1583
They help all ex-service personnel, their widows or widowers and their dependants living in Scotland.
They provide help with pensions, welfare advice and friendship.

The Royal Naval Association
Room 209, Semaphore Tower
PP70, HM Naval Base
Portsmouth
PO1 3LT
Tel: 02392 723747
Fax: 02392 723371
web: www.royal-naval-association.co.uk
The Royal Naval Association believes firmly that 'welfare is not only money'. With 35,000 members, they are a brotherhood and sisterhood for life, offering friendship, comradeship and personal support to their members. Limited Welfare funds are raised by members to support these activities.
The Royal Hospital
Chelsea
London
SW3 4SR
Tel: 0207 881 5200
web: www.chelsea.pensioners.co.uk
e-mail: info@chelsea-pensioners.org.uk
The Royal Hospital provides a home for old soldiers who are getting an army long-service pension or a war pension. It is not a hospital.

The Royal Naval Benevolent Trust
Castaway House
311 Twyford Avenue
Portsmouth
Hampshire
PO2 8RN
Tel: 02392 690112
web: www.rnbt.org.uk
e-mail: rnbt@rnbt.org.uk
All ratings and other ranks of the Royal Navy or Royal Marines are part of the 'RNBT Family'; so are their wives, husbands and dependant children. They number three million people worldwide.
The trust provides help such as:
• financial grants
• regular payments to supplement the income of older people;
• care for older people at Pembroke House; and
• advice on welfare matters
Blind Veterans UK (formerly St Dunstan's since 1915)
12-14 Harcourt Street
London
W1H 4HD
Tel: 0207 723 5021
web: www.blindveterans.org.uk
e-mail: enquiries@blindveterans.org.uk

We're Blind Veterans UK, formerly St Dunstan's and we believe that no one who's served our country should battle blindness alone. That's why we're here to help with a lifetime's practical and emotional support, regardless of when they served and how they lost their sight. We help blind veterans to recover their independence and discover a life beyond sight loss.
The Soldiers', Sailors' and Airman's Families Association (SSAFA) - Forces Help
4 St Dunstan's
London
EC3R 8AD
Tel: 0207 403 8783
web:www.ssafa.org.uk
e-mail: info@ssafa.org.uk

The association helps all service and ex-service personnel and their families. It acts as a friendly advisor, whatever the problem. It helps people to get all the practical and financial help they are entitled to from statutory sources. It acts as an agent of service, regimental and other funds to provide relief for those in need. and it offers accommodation for disabled people and care homes for the elderly. There are local representatives throughout the UK.

Forces Pensions Society
68 South Lambeth Road
Vauxhall
London
SW8 1RL
Tel: 0207 820 9988
web:www.forcespensionsociety.org.uk
e-mail: memsec@forpen.co.uk

The society protects the pension interests of ex-service personnel of all ranks and their dependants.
The War Widows' Association exists to improve the conditions of war widows and widowers and their dependants in Great Britain. Its work includes anyone who receives a war widows or widowers pension regardless of whether they have lost their husband or wife in peacetime or as a result of war.
Where to get help and advice

Other organisations that can help

Motability

Motability is an independent voluntary organisation. They help disabled people to use their War Pensioners' Mobility Supplement or Disability Living Allowance Mobility Component to buy or hire a car or powered wheelchair. If you want more information, write to:

Motability
Warwick House
Royden Road
Harlow
Essex
CM19 5 PX
Our service

We aim to provide a high-quality service and to treat everyone equally.

We are always trying to improve the service that we give you. To help us give you a better service, we have a Customer Service Manager.

If you want to tell us anything about our service, you can get in touch with our Customer Service Manager.

Please write to:

Customer Service Manager
Veterans UK
Norcross
Thornton-Cleveleys
FY5 3WP
England

You can contact us by e-mail at:
veterans-uk@mod.gov.uk

Or you can phone our free Helpline on 0808 1914 2 18 and ask for the Customer Service Manager.
How the MOD collects and uses personal information

The Ministry of Defence (MOD) is committed to protecting the privacy and security of your personal information and ensuring that all your personal data is processed in accordance with UK data protection legislation. The MOD Personal Information Charter contains the standards you can expect when we ask for, hold or share your personal information and your rights under the UK data protection legislation. You can view the Personal Information Charter on the internet https://www.gov.uk/government/organisations/ministry-of-defence/about/personal-information-charter

Further information can be found on the internet on the way the Veterans UK processes your data in line with the charter. You can view by visiting https://www.gov.uk/government/publications/defence-business-services-privacy-notice

Alternatively, we can send you a copy if you ask us to. Our contact details are on page 13
How to make an FOI request

You can read about the Freedom of Information (FOI) Act and how to make a request on the internet https://www.gov.uk/make-a-freedom-of-information-request

To make a new request, contact us at:

Freedom of Information Act and Environmental Information Regulation requests
MOD Information Rights Team
Ground floor, zone D
Main Building
Whitehall
London
SW1A 2HB

Email cio-foi@mod.uk

Please note: Not to be used for requesting your own information (Subject Access Request), Service records including for deceased relatives, or pension enquiries.

When making a request make sure you include
• your name and a contact address
• a detailed description of the information you want - for example, you might want all information held on a subject, or just a summary
Notes for people getting a War Pension living in the United Kingdom

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