War Pension Scheme Appeal (appeal preparation) - Customer Journey

Note: Customers living in Scotland should lodge their Appeal directly with the Scottish Appeals Tribunal and not submit a completed Appeal form to Veterans UK. The Scottish Appeals Tribunal will acknowledge receipt of your Appeal within 7 days

1. Start - Submit completed Appeal form or letter of Appeal to Veterans UK

2. Veterans UK acknowledge receipt of claim form, usually within 5 working days Note: The Appeal will be carried out by a different caseworker to the original claim

5. If additional evidence has been provided the case is passed to the qualified medical advisor who made the decision being appealed to ask whether the additional evidence changes that decision

Note: Should customers require assistance at any point during their claim, this may be obtained from Veterans UK Helpline:

UK - 0808 1914218 or Overseas - +44 1253 866043

or by email to: Veterans-UK@mod.gov.uk

4. If no further evidence provided the case is passed to the qualified medical advisor who made the decision being appealed to provide the full reasons for the decision made go to paragraph 10

3. Caseworker reviews Appeal

to identify if further evidence

has been provided with the

Appeal form

6. Evidence doesn't change decision. Full reasons for original decision will be given - go to paragraph 10

Note: The Response/Statement of case is a set of documents containing all evidence used for making the decision. Photocopies are produced and sent to the customer, their representative, the Departmental Representative and the tribunal prior to the hearing

11. Statement of case sent to Reprographics Department

10. Case passed back to caseworker to prepare Appeal documents (called a response/ statement of case)

12. On receipt of documents from the Reprographics
Department the Statement of Case will be issued to the customer and relevant parties

Note: If customer wishes to comment or submit further evidence following receipt of their statement of case before their case is listed for hearing by the tribunal, the evidence will be produced in a supplementary Statement of Case and despatched to relevant parties

13. Response sent to tribunal to arrange hearing date - End of process

7. Evidence changes decision

8. Case passed to decision implementation

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team

9. Decision letter sent to customer. The customer is asked if they want to continue with the Appeal. If the customer does, go to paragraph 10. If the customer does not, the Appeal will be struck out with the Tribunal.

- End of Process