Armed Forces Compensation 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

3. Caseworker reviews Appeal to determine whether a reconsideration claim for the appealed decision has taken place

Note: The reconsideration and Appeal will be carried out by a different caseworker to the original claim

5. If a reconsideration hasn't already been done, then this will be completed prior to the Appeal being prepared. This is called a post appeal reconsideration and is dealt with in the same way as any other Armed Forces Compensation Scheme review

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. Reconsideration previously completed go to paragraph 10 6. Reconsideration doesn't change decision go to paragraph 10

7. Reconsideration changes original decision

8. Case passed to decision implementation team

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

10. Caseworker prepares **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

11. Statement

of case sent to

Reprographics

Department

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

Note: If customer wishes to comment

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

- End of Process

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

Note: If the Appeal preparation has not been completed within 3 months from receipt of the appeal a progress update will be sent to the customer and then every 12 weeks thereafter until appeal preparation is completed

tribunal prior to the hearing