

# 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

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



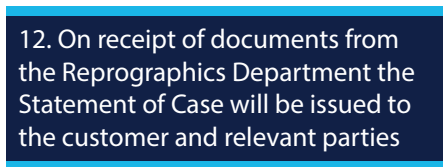
**Note:** Should customers require assistance at any point during their claim, this may be obtained from Veterans UK Helpline:  
**UK - 0808 1914218 or Overseas - +44 1253 866043**  
 or by email to: [Veterans-UK@mod.gov.uk](mailto:Veterans-UK@mod.gov.uk)



**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



**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



**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

