

## Complaint Resolution Procedures War Pension and Armed Forces Compensation Schemes

### Who has the right to complain under the Complaint Resolution Procedures?

Claimants who have made a claim under the War Pension or Armed Forces Compensation Scheme have the right to raise a complaint if they are unhappy with the service they have received.

### What does the complaint resolution procedure cover?

You can complain if you are dissatisfied with the service you have received. You can also complain if you think maladministration has occurred. This is where you believe that the scheme administrator did something incorrectly, or not done something they should have.

### What the Complaint Resolution Procedure doesn't cover?

You cannot complain if you disagree with a decision made on a claim or appeal or the evidence used to reach a decision, where you have been given a right of appeal.

If you feel that a specific piece of evidence has been ignored or was not obtained you can contact the Helpline and request a call back from your caseworker. Your caseworker will contact you to discuss the medical evidence used and answer any questions you have.

If you disagree with the decision, you should follow the Appeals process. You can find details of how to appeal on your decision notification letter.

You can get advice on how to appeal by contacting our Helpline or Veterans Welfare Service. Both are free of charge and their contact details can be found at the end of this factsheet under 'Useful Contact Details'.

You can also find details of how to make an appeal on our website at:

[Appeal a War Pension or Armed Forces Compensation decision](#)

### How to make a complaint

To make a complaint, you should complete the War Pension and Armed Forces Compensation Scheme Complaint form at:

[War Pension / Armed Forces Compensation Scheme Complaints Form](#)

The form will ask for your:

- Full name
- Address
- Member Number
- Telephone Number
- National Insurance Number
- Email Address

On the form you must clearly state what the complaint is about and include as much information as possible relating to your complaint. Including any dates, times and names if known.

## **Complaint Resolution Procedures War Pension and Armed Forces Compensation Schemes**

### **Submitting additional evidence to support a Complaint**

The online complaint form does not have the facility to upload additional documents. If you do wish to send us evidence to support your online complaint you should send it to the Complaint Resolution Team and they will link it to your online application. You can find contact details for the Complaint Resolution Team at the end of this factsheet under 'Useful Contact Details'.

### **What happens when I make a complaint and how long will it take?**

The online complaint form asks if you agree to the Complaint Resolution Team contacting you to discuss your complaint. If you agree to this, a member of the team will telephone you within 3 working days to discuss your complaint. They will make sure they understand your complaint and you can give them any additional information you would like them to know.

The Complaint Resolution Team may suggest that you speak to a Subject Matter Expert to see if they can resolve your complaint. They will discuss this with you first and if you agree, they will arrange for you to receive a call back at a time convenient for you.

The Complaint Resolution Team will acknowledge receipt of your complaint by email or letter within 5 working days and provide the date you can expect a reply.

Your complaint will be considered by a Senior Manager. If we have got something wrong, we will do our best to put it right. We will admit our mistakes and offer a full apology. We will also review our procedures to try and stop any error from happening again.

We aim to respond to you within twenty working days from the date you completed your online complaint form. Sometimes due to the complexities of a complaint we may not be able to meet this timescale. If this happens, we will write to you to keep you informed.

### **What you can expect your complaint response to contain**

We will:

- Tell you if your complaint has been upheld, partially upheld or rejected
- Respond to all aspects of the complaint
- Explain the reasons for the complaint decision
- Refer to any scheme rules or legislation relevant to the complaint
- Apologise for any errors and explain what we will do to put it right
- Include details of what to do if you remain unhappy with complaint decision.

### **Nominating a representative to help with your complaint**

You can choose to have someone else take your complaint forward on your behalf. This person is then known as your representative. You must send us your written consent for your chosen representative to act on your behalf by emailing the Complaint Resolution Team. You can find contact details for the Complaint Resolution Team at the end of this factsheet under 'Useful Contact Details'.

## **Complaint Resolution Procedures War Pension and Armed Forces Compensation Schemes**

### **What to do if you cannot complete the online form?**

Completing the online form is the quickest and easiest way to make your complaint. If you do not have access to the internet, you can contact the Helpline to request a paper copy. You can find details of how to contact the Helpline in the 'Useful Contact Details' section at the end of this factsheet.

### **What to do if you are not happy with the outcome of your Stage 1 complaint**

If you remain unhappy after receiving a Stage 1 complaint response, you can request escalation to Stage 2. You can do this by completing the online complaint application form within 28 days of receiving your Stage 1 response. You must tell us:

- Your Stage 1 complaint reference number
- Details of why your Stage 1 complaint response did not resolve matters
- If your Stage 1 response only answered part of your complaint you should clearly state which matters you feel were missed and require further investigation and reply
- What you want us to do to put things right

### **What to do if it is more than 28 days since you received your Stage 1 complaint response letter**

If you want us to look at your complaint again and it is more than 28 days since you received the Stage 1 complaint letter, you need to contact the Complaint Resolution Team and explain why you did not contact us again sooner. Contact details are at the bottom of this factsheet under 'Useful contact details'. The Complaint Resolution Team will contact you within 3 days of receiving your correspondence to discuss the best way to take things forward.

### **What to do if you are not happy with the outcome of your Stage 2 complaint**

If you remain unhappy after completing both Stages 1 and 2 of the complaint process you can contact the Parliamentary and Health Service Ombudsman. You should make your complaint to them within a year of when you became aware of the problem and submit your complaint via your local MP's office. Further information of how to make a complaint to the Ombudsman can be found on their website. You can find their full contact details in the 'Useful contact details' section at the bottom of this factsheet.

### **Where can I get help and support**

If you require help completing the online complaint application form or any other matter relating to your complaint, you can contact our Helpline for advice.

The Helpline can also put you in touch with the Veterans Welfare Service. Their Welfare Managers can provide free and confidential advice on a wide range of War Pension and Armed Forces Compensation Scheme issues and many other related matters.

The Veterans Advisory and Pensions Committee can also provide free and confidential advice to serving members of the Armed Forces, Veterans and their families.

You can find contact details in the 'Useful contact details' section at the end of this factsheet.

## Complaint Resolution Procedures War Pension and Armed Forces Compensation Schemes

### Useful Contact Details

**Complaint Resolution Team**

War Pension and Armed Forces Compensation Schemes  
Norcross  
Thornton-Cleveleys  
Lancashire FY5 3WP  
Email: [DB-AFV-ComplaintResolution-Team@mod.gov.uk](mailto:DB-AFV-ComplaintResolution-Team@mod.gov.uk)

**Veterans UK Helpline**

Norcross  
Thornton-Cleveleys  
Lancashire FY5 3WP  
Email: [Veterans-uk@mod.gov.uk](mailto:Veterans-uk@mod.gov.uk)  
Freephone (UK only) 0808 1914 2 18  
Telephone (overseas) +44 1253 866043

**Parliamentary and Health Service Ombudsman**

Telephone: 0345 015 4033  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Veterans Advisory and Pensions Committee**

Email: [Veterans-UK@mod.gov.uk](mailto:Veterans-UK@mod.gov.uk)

There are four Veterans Welfare Centres, providing advice and support across the UK. If you need any help, email the welfare centre nearest to where you live or phone the Veterans UK helpline.

**Centurion (London, SE and SW England)**

Email: [Veterans-UK-VWS-South@mod.gov.uk](mailto:Veterans-UK-VWS-South@mod.gov.uk)

**Kidderminster (South and Central Wales, Midlands and East England)**

Email: [Veterans-UK-VWS-Wales-Mid@mod.gov.uk](mailto:Veterans-UK-VWS-Wales-Mid@mod.gov.uk)

**Norcross VWC (NW England, Yorkshire and Humber, North Wales and IOM)**

Email: [Veterans-UK-VWS-North@mod.gov.uk](mailto:Veterans-UK-VWS-North@mod.gov.uk)

**Glasgow (Scotland, NE England, NI and ROI)**

Email: [Veterans-UK-VWS-Scot-NI@mod.gov.uk](mailto:Veterans-UK-VWS-Scot-NI@mod.gov.uk)