

Your rights and responsibilities

We want to make sure you have the best possible experience when you deal with us.

This is a guide to:

- what you can expect from us
- what we expect from you.

There's also information on what to do if you are not happy with our service or a decision we have made.

In this section

Having someone represent you (<https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/having-someone-repres>)

When things change (<https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/when-things-change/>)

Code of Claimant's Rights (<https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/code-of-claimants-rights/>)

Reconsideration (<https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/reconsideration/>)

Review or appeal a decision (<https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/review-or-appeal-a-decision>)

Debt with us (<https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/debt-with-us/>)

How we treat your information and privacy (<https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/privacy/>)