



## **Veterans UK: Survey of UK Veterans claiming Financial Support, Compensation through AFCS or War Pensions**

All responses to this survey are anonymous unless you choose to include identifying features in the comments box at the end.

*I consent to my responses being viewed, stored, and published by the APPG for Veterans, for the purposes of collating and analysing veterans' experiences claiming compensation in the UK.*

### **GENERAL**

**How would you rate the speed of Veterans UK in processing your application for compensation?**

Very Poor / Poor / Satisfactory / Good / Very Good

**How would you rate the handling of any evidence sent by you to Veterans UK?**

Very Poor / Poor / Satisfactory / Good / Very Good

**How would you rate the level of communication you received whilst awaiting the results of your application for compensation?**

Very Poor / Poor / Satisfactory / Good / Very Good

**How would you rate the consideration given by Veterans UK to your mental (and/or) physical health whilst making your claim?**

Very Poor / Poor / Satisfactory / Good / Very Good

**Did you receive the desired outcome to your claim for compensation?**

Yes / No

**If no, did you launch an appeal against the results of your claim for compensation?**

Yes / No

**If no, why did you not launch an appeal?**

Comments

**How would you rate how well the appeals process was explained to you?**

Very Poor / Poor / Satisfactory / Good / Very Good

**APPEALS (If Applicable)**

**How would you rate your experience of appealing the results of your claim?**

Very Poor / Poor / Satisfactory / Good / Very Good

**How would you rate the speed of the process for appealing the results of your claim?**

Very Poor / Poor / Satisfactory / Good / Very Good

**If your case went to tribunal, how long did you wait for your hearing?**

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**Was your appeal successful?**

Yes / No

**OVERALL**

**Are you familiar with the work of Veterans Advisory and Pensions Committees (VAPC's)?**

Familiar/somewhat familiar/Not familiar at all

**How would you rate your overall experience claiming compensation through Veterans UK?**

Very Poor / Poor / Satisfactory / Good / Very Good

**How would you rate how supported you felt during the process of claiming compensation?**

Very Poor / Poor / Satisfactory / Good / Very Good

**What improvements might you wish to see in the service you receive from Veterans UK?**

**Comments**

Please post the completed survey to:

**Ms Stephanie Peacock MP,**

**APPG for Veterans,**

**House of Commons,**

**London SW1A 0AA**

Or email to: [admin@VeteransSurvey.UK](mailto:admin@VeteransSurvey.UK)

**Any further comments? Please feel free to describe any experiences with claiming compensation through AFCS or War Pensions or to provide any further information.**

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