



# *Melrose-Wakefield-Saugus Veteran Services*

*Procedures*

## **Veteran Bill of Rights**

*M.G.L. ch. 115 and 108 CMR (Code of Massachusetts Regulations)*

*You have a right to:*

- File a written application for veterans' benefits at any time. You can insist upon this right, even if told that you are not eligible. 108 CMR 4:02 (1)
- Receive assistance from your local veterans' agent in completing your application (M.G.L. ch. 115, s. 3)
- Receive a full explanation of the services and benefits available under M.G.L. ch. 115, as well as other available benefits
- Receive a written notice and explanation of the approval or denial of your application for benefits (108 CMR 8.02)
- Be treated with dignity and respect and to receive accurate, courteous, and timely service
- Appeal and request a hearing if you disagree with any action taken in your case [108 CMR 8.07(1)]
- Expect confidentiality; personal information will not be collected or used except for the purpose of determining your eligibility for benefits (M.G.L. ch. 40, s.51)
- Receive fair and equal treatment without regard to sex, race, religion, handicap, ethnicity, or national origin (M.G.L. ch. 151B, s.3)
- Preference in public employment (M.G.L. ch.31, s.12, 26, 28 and ch. 41, s.112.)