



Tax credits meetings

Introduction

We hope that you will be able to meet us to discuss your tax credits claim.

Meetings give us both an opportunity to discuss your claim in more detail and give you the opportunity to ask us questions. You may find it easier to discuss your claim with someone face-to-face rather than over the phone or by letter.

Arranging the meeting

Meetings normally take place in office hours, please tell us if this is a problem.

We can arrange to meet you at another time. Meetings normally last between one and two hours.

We can hold the meeting at our offices, your adviser's offices or at your home. We will try to agree the date, place and agenda with you, in advance.

If you cannot come to the meeting, you must let us know straightaway and we will try to arrange another meeting.

Asking for help

If you need help to prepare for the meeting or would like someone to come to the meeting with you, you can ask a friend, relative, professional adviser or interpreter.

What you need to bring

Please make sure that you, or the person who is helping you, bring any papers or documents that we have asked for.

Taking notes

We will take notes in the meeting and let you have a copy. We will ask you to confirm that we have included everything we discussed. If you agree the notes we will ask you to sign them.

You, or the person helping you, can also take notes in the meeting.

Couples

If it would be difficult for you both to attend, we will still be able to hold the meeting but we might need to

- speak to your partner at a later date
- confirm the details that you gave us.

We will always let you both know the outcome of any meeting.

These notes describe in general terms what is likely to happen. If you would like more details, please contact the Inland Revenue office shown on the covering letter.

Tax Credits Helpline

Open from 8am-8pm seven days a week

- in Great Britain **0845 300 3900**
(textphone **0845 300 3909**)
- in Northern Ireland **0845 603 2000**
(textphone **0845 607 6078**).

Getting advice

You can get advice from a professional adviser or organisation. You can also ask Citizens Advice Bureau. You can find them in The Phone Book.

Customers with particular needs

We offer a range of facilities for customers with particular needs. Some of the things we provide are

- wheelchair access to nearly all Inland Revenue Enquiry Centres
- home visits, if you cannot get to one of our Enquiry Centres
- leaflets in large print, Braille and audio
- for people with hearing difficulties
 - BT Ttypetalk
 - induction loops
 - sign language interpretation
- help with filling in forms
- services of an interpreter.

For complete details, please

- go online at **www.inlandrevenue.gov.uk**, or
- contact us. You will find us in The Phone Book under Inland Revenue.

Answering our questions

If you do not want to answer our questions during the meeting, or there is anything you do not understand or cannot answer, tell us. We will try to arrange another meeting or agree how best you can answer the questions.

If you do not give us the information we need we may make a decision on your claim based on the information that we have already.

Home visits

We may need to visit you at your home without your agreement. We will only do this if we have repeatedly tried, and failed, to contact you in writing and by phone. If we do call on you unannounced you can refuse to answer our questions and we will try to rearrange another time to visit you.

If we visit you at home, we will always show you official identification.

We will never visit you at work without agreeing the time and date with you in advance.

Contact us

If you have any other questions about meetings, write to or phone the person who has contacted you about your tax credits claim.

Open Government

The Tax Credit Manuals contain more details about our work in this area.

You can see them

- online at www.inlandrevenue.gov.uk/manuals/ccmmanual/index.htm, or
- in any Inland Revenue Enquiry Centre. The address is in The Phone Book under Inland Revenue.

These notes are for guidance only and reflect the position at the time of writing. They do not affect any right of appeal.

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