

# Tax credits meetings

## About tax credits meetings

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

You do not have to meet us, but meetings give us both an opportunity to talk about your claim in more detail. It will give you the chance to ask us questions. You may find it easier to talk about your claim with someone face-to-face rather than over the phone or by letter.

We will tell you why we want to meet you. If anything is not clear, ask us to explain.

## Arranging the meeting

Meetings normally take place in office hours, let us know if this is a problem.

We can arrange to meet you at another time. Meetings normally last between 1 and 2 hours.

We can hold the meeting at:

- our offices
- your adviser's office
- your home

We will try to agree the:

- date
- place
- list of things we need to talk about with you in advance.

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

## Asking someone to help you

You can ask someone to help you prepare for the meeting or come to the meeting with you. For example, you can ask:

- a friend
- a relative
- a professional adviser
- an interpreter

## What you need to bring with you

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 check the notes and confirm we have included everything we have talked about. If you agree with the notes, we will ask you to sign them, but you do not have to.

You, or the person helping you, can also take notes in the meeting. This will help you to remember what we talked about. It might also help you when you check the notes we have made.

### Help with tax credits

If you have any questions or you would like more details, please contact the office in the covering letter.

For our opening hours:

- go to [www.hmrc.gov.uk/contactus](http://www.hmrc.gov.uk/contactus)
- phone our helpline on **0345 300 3900**
- textphone the helpline (for people with hearing or speech difficulties) on **0345 300 3909**

### Getting advice

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

We have a range of services for disabled people. These include guidance in Braille, audio and large print. Most of our forms are also available in large print. Please contact our helplines for more information.

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## 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.

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## 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.

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## 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 let us in or answer our questions. If this happens we will try to rearrange another time to see 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.

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## Your rights and obligations

Your Charter explains what you can expect from us and what we expect from you.

For more information go to [www.gov.uk/hmrc/your-charter](http://www.gov.uk/hmrc/your-charter)

## Open government

The Claimant Compliance Manual contains more details about our work in this area. To read the manual, go to [www.hmrc.gov.uk/manuals/ccmanual](http://www.hmrc.gov.uk/manuals/ccmanual)

## Complaints

For more information about complaints procedures, go to [www.hmrc.gov.uk/complaint](http://www.hmrc.gov.uk/complaint)

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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