

Getting incorrect decisions overturned

I am a single mum with a young child.

HMRC stopped my child tax credits and told me I owed them money but they had got it wrong



Client's story

I am a single mother with a four year old son. I live with my parents and two brothers.

Recently my child tax credit payments were stopped because HMRC believed that I was living with a partner. HMRC also wrote to me and said that I owed them over £2,000 because I should have had a joint claim instead of a single claim.

I was very worried about this and asked Citizens Advice to help me explain to HMRC that this was not true.



How we were able to help

The adviser was able to explain to me exactly which documents I needed to send to HMRC to prove that I was not living with a partner. He helped me to fill in the appeal form and also spoke on my behalf direct to HMRC.

The adviser also helped me to obtain a grant from the Surrey Local Assistance Scheme for emergency items and gave me a foodbank voucher to help tide me over while HMRC sorted out my case.

I heard recently that the HMRC decision has been overturned. I have now received over £600 in back dated payments and confirmation that I do not owe HMRC any money.

I could not have sorted this all out on my own. I am very grateful they were there to help me.

