

Introduction

i If you need help, please ring us on the number on the front of your form.

For Notes and Help Sheets ring the Orderline on **0845 9000 404**.

i If you have a non UK domicile, only include income received in, or remitted to, the UK.

We hope you will find the new Tax Repayment Form easy to use. These notes will help you make repayment claims for any of the tax years 2001-02 to 2007-08 (the tax year starts on 6 April and finishes on the following 5 April). The time limit for making a claim is five years from 31 January following the 5 April end of the tax year. For example, a claim for 2001-02 must be made by 31 January 2008.

The notes do not cover every point in detail, but highlight boxes you might need help with, or more information about.

If you need a large print version of the form please contact us on the phone number on the front page of the form.

If your form is filled in by someone else

That is fine, but you are responsible for the entries on the form, even if you pay a tax adviser to fill it in for you. And you must sign the form. Please phone us if signing the form is a problem for you.

If you are signing the form on behalf of someone else please see the notes for boxes 1.7, on page 2, and 12.2 on page 11.

Before you start

Please read the 'How to fill in this form' instructions on page 1 of the Tax Repayment Form. Please keep your entries within the boxes, and leave blank any boxes or sections that do not apply. If you make a mistake, cross it through and write the correct information underneath - please do not use correcting fluid - your form is designed to be 'read' by a machine.

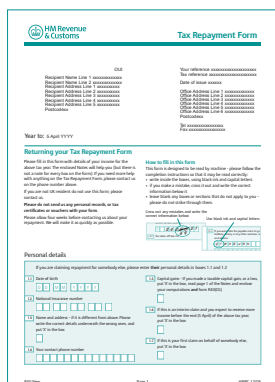
Gather together details of all your income, for example:

- any Department for Works and Pensions pension statement
- interest certificates, statements of account or passbooks showing interest received and tax deducted from building societies, banks and other deposit takers
- dividend vouchers
- trustee or personal representatives' certificates of income from trusts and estates
- P60 End of Year Certificates from a pension payer or employer
- form(s) P45 (certificate of leaving details) from a previous employer.

Please do not send vouchers, certificates or any other documents with your form.

Students

Scholarship income and bursaries are usually exempt from tax; contact us if you are not sure if such income should be included on the form.



R40 New

Personal details

1.5

Capital gains

Gains (or losses) are made if you sell or pass on all, or part of, something you own (an asset), such as company shares or property. You will have to fill in an additional form, form R40(CG) if:

- the assets sold or given away were worth more than four times an 'annual exempt amount' - for **2006-07** the annual exempt amount is **£8,800**, so that is **£35,200**, or

UK employment income, pensions and state benefits

- you have losses to deduct from your gains but your gains before losses or taper relief* are more than **£8,800**, or
- you have no losses but your gains after taper relief are more than **£8,800**, or
- you want to claim an allowable capital loss or make any other capital gains claims or elections for the year.

Please contact us, at the latest by 5 October after the end of the year of claim, if you need the form. (If you leave it until later or the gain was made in an earlier tax year, and there is tax to pay, you risk interest and possibly penalties.)

1.6 Interim claims

If you are filling in the form **part way** through the year of claim and you expect to receive more income before the year end (5 April) put 'X' in box 1.6. Please enclose an estimate **for the whole year** for each type of income that you expect to increase. We may ask for confirmation of these figures after the end of the year.

1.7 If this is your first claim on behalf of somebody else

If this is your first claim on behalf of someone else please put 'X' in box 1.7. We may contact you later for evidence of your authority to make the claim.

2.1 Total pay from all employments

If you are employed, your employer must give you a record of your pay and tax - if you were working on 5 April, you will get a P60 End of Year Certificate. If you left before 5 April, you will have been given a P45 (Part 1A). If you only had one job in the year put in box 2.1 the pay from the 'in this employment' box on the P60, or from the 'total pay in this employment' box on the P45. If you had more than one job, add up all your 'in this employment' figures (that is, if you had two or more jobs at 5 April and so had more than one P60) or the 'total pay in this employment' figures from your P45s. If you received any further payments from your employer after you received your P45, include this 'post-termination' income in box 2.1.

2.2 Tax taken off pay

Add together the 'total tax in this employment' figures on your P45s, or the 'tax deducted in this employment' figures from your P60s (if you had more than one), and put the total in box 2.2. If you paid tax on any post-termination payments include the tax deducted in box 2.2.

2.3 State pension

Enter the full amount you were entitled to for the year (not the weekly or 4 weekly amount), but do not include:

- any addition for a dependent child (but do include any addition for a dependent adult)
- the Christmas bonus
- the winter fuel payment
- Pension credits
- Disability Living Allowance
- Attendance Allowance.

If you do not know the figure phone Pensions Direct on **0845 301 3011** or ask your local Pensions Centre to give you a form BR735 for the tax year of claim.

(*Taper relief is explained in the Notes that go with the form R40(CG).)

If you deferred receipt of your state pension see the notes for boxes 7.4 to 7.6 on page 9.

2.4

Total of other taxable state benefits

If you received any of the following, add them up and put the total in box 2.4:

- Bereavement Allowance or Widow's pension
- Widowed Parent's Allowance or Widowed Mother's Allowance
 - excluding any child dependency increase
- Industrial Death Benefit Pension
 - excluding Industrial Death Benefit Child Allowance
- Jobseeker's Allowance. If you were claiming on 5 April, the Department for Work and Pensions will give you a P60 - put the taxable amount on your form. If you stopped claiming during the year, you will have been given a P45 that tells you the taxable amount. If you had more than one claim during the year, add up all the taxable amounts
- Carer's Allowance. Include any amount for a dependent adult but ignore any for a dependent child
- Statutory Sick Pay, Statutory Maternity or Paternity Pay, but only if we, HM Revenue & Customs, paid you (not your employer). Ignore Maternity Allowance - it is not taxable
- **Taxable** Incapacity Benefit (but Incapacity Benefit is not taxable during the first 28 weeks of incapacity or if your incapacity started before 13 April 1995 and you received Invalidity Benefit then) - if you were claiming on 5 April, the Department for Work and Pensions will give you a form P60. If you stopped claiming before 5 April you will have been given a P45. These forms will also give you the 'tax taken off' figure to go in box 2.5.

2.6

Total of other pensions and retirement annuities

Add together all other UK pensions you received in the year, such as occupational pensions and retirement annuities. Your pension payer will give you a P60 or similar statement. Please do not include purchased life annuities in this section; they go in boxes 3.1 to 3.3 (see the note on page 4).

Do you receive a pension following retirement because of a work-related illness or an injury at work? If you do, and your pension is more than it would have been had you retired for health reasons not caused by your work, please phone us.

3.1

to

3.7

Please include income received from:

- building societies, banks and other deposit takers (including Internet accounts)
 - from current and deposit accounts
- Government stocks - gilt-edged securities or gilts (but read the note on page 4 about accrued income)
- UK authorised unit trusts and open-ended investment companies
- National Savings & Investments products where tax is taken off before you receive it (First Option Bonds and Fixed Rate Savings Bonds)
- National Savings & Investments products where no tax is taken off, such as Guaranteed Income Bonds, Pensioners Bonds, or an Easy Access Savings Account, but exclude
 - the first £70 of interest from an Ordinary Account



Do not include Attendance Allowance, Tax Credits or Child Benefit anywhere on your form.

UK interest and dividends

- accumulated interest on Savings Certificates, including index-linked certificates
- interest on Children's Bonus Bonds
- company dividends from stocks and shares
- purchased life annuities (see the note below).

If you have a joint building society, bank or other deposit taker account with your spouse or civil partner, enter only your share of the income and your share of any tax taken off.

Purchased life annuities

Include in boxes 3.1 to 3.3 your income from a purchased life annuity. Income will only be part of the payment you receive - check your payment certificate - do not put the rest of the payment on this form. (A purchased life annuity is not a retirement annuity, nor the result of contributions you made to a personal pension plan.)

If you made gifts to any of your children who are under 18, and those gifts produce more than £100 income (before tax) in a tax year, the income counts as your own and you must include it on your own form.

Exclude interest (or dividends or bonuses) from tax exempt investments, for example, ISAs and PEPs, unless something has happened to make the income taxable. If you are not sure if you have to put your interest on this form, please contact us.

You can choose to receive your gilt interest without tax being taken off it. If so, the interest should be included in box 3.4, not boxes 3.1 to 3.3.

Accrued income

Accrued income securities include all interest-bearing securities, including permanent interest-bearing shares in a building society (PIBS), government loan stock (gilts) and company loan stock, but not shares in a company or National Savings & Investments certificates.

Calculate charges or reliefs for securities you have bought, sold or transferred if the next interest payment after your purchase or sale fell in the tax year of claim.

If the nominal value of all accrued income securities held at any time in the year of claim, or the preceding tax year, did not exceed £5,000 no charge arises and no relief is due for the year of claim.

A charge will arise if you purchased securities without accrued interest (ex-dividend) or sold securities with the accrued interest (cum-dividend). The amount of the charge will be the adjustment for the accrued interest not received, that is, the amount by which the purchase price was reduced (purchase ex-dividend) or the sale price was increased (sale cum-dividend).

A relief will be due if you purchased securities with accrued interest (cum-dividend) or sold securities retaining the right to the next interest payment (ex-dividend). The amount of the relief will be the adjustment for the amount of extra interest received, that is, the amount by which the purchase price was increased (purchase cum-dividend) or the sale price was decreased (sale ex-dividend).

For **each kind of security**, combine the charges and reliefs to produce a net figure. Where the charges exceed the reliefs, include the total net amount in box 3.3. Where the reliefs exceed the charges for a kind of security, deduct the excess from the 'gross' interest received from that kind of security and enter the reduced amount of interest in box 3.3. If the result is a negative figure, enter '0' in box 3.3.



If you need help working out accrued income charges and reliefs, please phone us on the number on the front of your form.

The excess relief should be carried forward and set against any future charges arising. Do not change the figure in box 3.2. If you have your gilt interest paid without tax being taken off, reflect charges and reliefs in your box 3.4 figure.

3.1 Net interest paid by banks or building societies etc.

As well as bank or building society interest include interest from other deposit takers and interest paid by authorised unit trusts (AUTs) and open-ended investment companies (OEICs).

3.2 Tax taken off

The tax taken off your gross interest (which will go in box 3.3) results in your net interest (box 3.1).

3.3 Gross amount

This is the amount before it was taxed.

You will usually receive interest after tax (at 20%) has been taken off (or deducted) by the payer of the interest, for example, the bank or building society. Bank and building society statements and passbooks may describe these payments differently so if you are not sure of the figures to go in boxes 3.1 to 3.3 please use the working sheet below.

- 1 Use one line in column A for each building society, bank or other deposit taker.
- 2 Look at the interest in your statement or passbook. If there are 3 entries, copy the 'net interest' to column B, the 'tax deducted' or 'tax taken off' figure to column C, and the 'before tax' or 'gross' figure to column D. Do not worry if you have not got all three entries - go to 3.
- 3 If you have only got the figures for columns C and D, then column B is column D minus column C. If you have only got column B, column C is column B x 25% (25/100), and column D is column B plus column C.
- 4 Add up each column.
- 5 Copy column B to box 3.1, column C to box 3.2 and column D to box 3.3.

Column A Bank etc.	Column B Net interest	Column C Tax taken off	Column D Gross interest
<input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
<input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
<input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
<input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
<input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
Totals	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
Copy to box	<input type="text" value="3.1"/>	<input type="text" value="3.2"/>	<input type="text" value="3.3"/>

3.4 If you get interest that has not been taxed at all

If you have an account or bond that pays you interest without tax being taken off - a 'gross paying account' or bond - put the gross interest in box 3.4, not box 3.3. (Everyone can have a tax-free amount of income - the minimum is the standard personal allowance, £5,035 for 2006-07 (the amount varies in each tax year). If your total income is below that, you can register to have your interest paid

without tax being taken off - please ask us for form R85.) Also use box 3.4 for interest from government stocks where you have chosen to have your interest paid without tax being taken off.

3.5

UK company dividends

Each dividend voucher will show your holding of shares in the company, the dividend rate, the tax credit and the dividend payable. You will get this information even if your dividends are paid direct into your bank account or through your investment broker. The only figure to put on your claim form is the total of all dividend payments received (not including tax credits). Dividends from authorised unit trusts (AUTs) and open-ended investment companies (OEICs) go in box 3.6.

You cannot claim a refund of tax credits on UK dividends.

3.7

Stock dividends

Complete this box if you received shares instead of a cash dividend, that is you received a 'stock' dividend. The statement from the company should show the 'appropriate amount in cash', or the 'cash equivalent' of the share capital, to enter in box 3.6.

Trust, settlement and estate income

Fill in boxes 4.1 to 4.8 if you received a payment or were entitled to income from a discretionary or accumulation or interest in possession trust, or from a settlement or from the estate of a deceased person.

Do not enter income from unit trust schemes in this section.

Trust income

The information you need to enter will be on form R185 (Trust Income) given to you by the trustees of the trust. If you do not have an R185 (Trust Income) ask your trustees to provide one for you. **If you have entries on more than one line of your R185 (Trust Income) you should enter figures for the taxable amount (gross income) and the tax paid or tax credit in the appropriate boxes. If you are entitled to untaxed income from a trust, enter that income in the boxes that deal with the type of income concerned (for example, untaxed interest in box 3.4). Please do not send the R185 (Trust Income) with your form.**

If you are the beneficiary of a **bare trust**, where you have an absolute right to the income and capital from the trust, do not include this income here. You should include it in the boxes that deal with the type of income concerned (for example, you should enter details of building society interest in boxes 3.1 to 3.3).

Settlement income

Settlements include trusts and non-trust arrangements. If you have provided funds for a settlement, its income may be treated as yours for tax purposes. For example if:

- you or your spouse can benefit from a trust of which you are the settlor (one where you provided funds)
- you gift assets or cash to a minor unmarried child and the income arising from that exceeds £100 (before tax) in any year.

You can find more information in Help Sheet IR270 *Trusts and settlements - income treated as the settlor's* available from the Orderline. You should include your income (and tax paid) from settlements in the relevant boxes.



For Notes and Help Sheets ring the Orderline on **0845 9000 404**.

Estate income

This is income from the estate of a deceased person. If you receive either a specific sum of money or a specific asset from someone who has died you do not pay tax on these, so you should not include them on your form. If the asset is one that produces income (for example, a bank account or a property that is let) and you are entitled to that income from the deceased's death, you should include it on your form, in the boxes that deal with the type of income concerned. (For example, enter details of bank interest in boxes 3.1 to 3.3 or gains realised on certain insurance policies in boxes 7.1 to 7.3.)

Residuary beneficiaries

Special rules apply to the income from a deceased person's estate paid to you if you are a beneficiary who has an interest in the residue. The residue is what is left in the estate after the personal representatives have provided for all legacies and expenses. The personal representatives should give you a statement on form R185 (Estate Income) showing any payments to you treated as income and the tax treated as paid on that income. You should include that information here.

Please do not send the R185 (Estate Income) with your form.

Absolute interests

If you have an interest in the income and capital of the residue, you are treated as receiving an amount of income. This is based on your share of the estate income, after deducting allowable expenses. The personal representatives should give you a statement on form R185 (Estate Income), showing the amount of income that should be included on your form and the tax treated as paid on that income. Please enter that information here. **Please do not send the R185 (Estate Income) with your form.**

Income

If you receive income from any land that you own, or a property you let, enter your total income in box 5.1. If you own property jointly with your spouse or civil partner, the income and tax are usually shared on a 50/50 basis. But if you own the property in unequal shares and you have made a valid election on form 17, enter the income and tax on the unequal basis. If you let property jointly with someone else, enter your share only.

Own home - 'Rent a Room'

If you let a furnished room (or rooms) in your own home (but not if the room is used as an office) you do not have to tell us about it, so long as the total rents you receive are less than £4,250 in the year (£2,125 if you share the income with someone else). But if your rents are more than £4,250 you can choose between:

- paying tax just on the excess over £4,250 - without taking off any expenses. If so, enter the excess over £4,250 in boxes 5.1 and 5.3
- paying tax on the excess of rents over expenses. If so, enter the total rents in box 5.1, the expenses in box 5.2 and the profit in box 5.3 (box 5.1 minus box 5.2).

For further guidance about the Rent a Room scheme go to www.hmrc.gov.uk and look for **Rent a Room** within the **Search** facility.

5.2 Expenses allowable for tax

Generally, you can claim the cost to you of letting your property, land etc. The working sheet below lists the most common types of expense. Exclude the proportion that represents your personal use. Do not claim any other personal expenses, or any capital costs.

Working sheet

Rents, rates, insurance, ground rent you pay	£ <input type="text"/>
Property repairs and maintenance	£ <input type="text"/>
Finance charges, including loan interest	£ <input type="text"/>
Legal and professional† (see below)	£ <input type="text"/>
Cost of any services you provide, such as cleaning	£ <input type="text"/>
10% wear and tear (10% of the net rents - that is, after council tax and water rates paid by the landlord - of furnished accommodation)	£ <input type="text"/>
Others, for example, advertising, stationery	£ <input type="text"/>
Total (copy to box 5.2)	£ <input type="text"/>

†Exclude the legal and professional expenses of a first letting, if it is for more than one year: this includes the legal costs of drawing up a lease, or planning permission. You can claim the cost of renewing a lease, however.

5.3 Profit

If your expenses are less than your income, you have made a profit. In box 5.3, enter box 5.1 minus box 5.2.


5.4 Loss

If your expenses are more than your income, you have made a loss. In box 5.4, enter box 5.2 minus box 5.1.

5.5 Land and property losses brought forward from earlier years

We will take off brought forward losses from the profit (box 5.3) that we tax. But if you made a loss (box 5.4) you should add it to your existing brought forward losses and enter the total in this box on **next year's** form.

If you want more information ask the Orderline for 'Notes on Land and Property' for the tax year (but ignore the box numbers used in those Notes).

 For Notes and Help Sheets ring the Orderline on **0845 9000 404**.

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Foreign income

If you received foreign dividends, income from foreign property or any other foreign income, (including pensions), complete boxes 6.1 to 6.10. If you have an absolute entitlement to the income from a non-UK resident trust, or receive income from a foreign estate, enter the information in boxes 6.1 to 6.10, according to the nature of the income. Convert the foreign gross income and any tax deducted into the sterling equivalent. Please note that any foreign tax paid is not repayable in the UK, but you may be entitled to a foreign tax credit relief that will reduce the UK tax chargeable on your foreign income. We will work out that relief for you.

Only 90% of your foreign pension is taxable in the UK, so take 10% off the gross foreign pension and include the 90% in box 6.8.

If, unusually, any UK tax has been deducted from any of the income in these boxes, or if you need further information, please contact us.

Any other income and benefits

7.1

to

7.3

Chargeable event gains

If you made any gains on UK life insurance policies, life annuities or capital redemption policies or received refunds of surplus funds from additional voluntary contributions you may need to fill in boxes 7.1 to 7.3. UK insurers are required by law to issue a certificate when a gain has been made. Use the information on your certificate to complete boxes 7.1 to 7.3. If you receive income from an estate that relates to gains realised on certain insurance policies, use the information on your R185 (Estate Income) to complete boxes 7.1 to 7.3. Most gains from UK insurance products are treated as having borne Income Tax at the basic rate. This tax is not repayable. If you made gains from more than one policy and they were not identical, give details on a separate sheet. Help Sheet IR320 *Gains on UK life assurance policies*, available from the Orderline, provides further guidance.

If you have made a gain from a foreign policy fill in boxes 6.8 and 6.9. Help Sheet IR321 *Gains on foreign life insurance policies*, available from the Orderline, provides more information.

7.4

to

7.6

Other income and benefits

Use boxes 7.4 to 7.6 for other taxable income and benefits you have had in the year to 5 April. Any income which is taxable but which is not covered in these notes, should be entered in boxes 7.4 to 7.6. If you deferred receipt of your state pension and have now received a lump sum payment, enter the amount received in box 7.4 and the tax taken off it in box 7.5.



If you have received a benefit because you owned, or contributed to the acquisition of, a property (a 'pre-owned asset') please contact us.

Gift Aid

Gift Aid is a tax relief for cash gifts to UK charities and Community Amateur Sports Clubs (CASCs). The charity or CASC will ask you to give a declaration that you pay UK Income Tax and/or Capital Gains Tax - they can then claim tax back from us. If you have not paid an amount of Income or Capital Gains Tax equal to the amount the charity or CASC claims back on your gift, we will ask you to pay the difference (usually by including it in your tax calculation).

If you have been making charitable payments under a deed of covenant since before 6 April 2000, those payments automatically come under Gift Aid. If you have entered into a deed since 6 April 2000 the charity should have asked you to make a declaration that you pay UK Income Tax or Capital Gains Tax.

If you pay tax at the higher rate you are entitled to tax relief - the calculation works it out for you.

If you are 65 or over, your Gift Aid payments could reduce your tax bill so make sure you fill in box 1.1 on page 1 - we need your date of birth to work out your correct tax free personal allowances.

8.1

Gift Aid payments made in the year of claim

Enter the actual amounts given or covenanted; do not add on any tax relief that you think the charity will obtain. Do not include (in box 8.1 or anywhere else on your form) any payments under Payroll Giving; those payments are taken off your salary before your employer taxes it.

8.2

Gift Aid payments made in the year of claim but treated as if made in the preceding year

If you have already asked us to treat payments made in the year of claim as if they had been made in the preceding year enter those payments in box 8.2.



For Notes and Help Sheets ring the Orderline on **0845 9000 404**.

8.3 Total of any 'one-off' payments included in box 8.1

To help us get your PAYE tax code right, if you have one, enter in box 8.3 any 'one-off' payments included in box 8.1. These will be Gift Aid payments made in the year of claim that you do not intend to repeat in the following year.

Help Sheet IR342 *Charitable Giving* has more information about this.

8.4 Gift Aid payments made after the end of the year of claim but to be treated as if made in that year

You can ask us to treat Gift Aid payments, made after the end of the year of claim but before the following 31 January, as if they were made in the year of claim.

Other reliefs

If you wish to claim relief for payments on qualifying loans, maintenance or alimony payments, subscriptions for shares in Venture Capital Trusts or Enterprise Investment Scheme (EIS) companies, please enter details on a separate sheet. Please contact us if you need more information.

Blind person's allowance.

9.1 If you live in England or Wales and are registered blind with a local authority, put 'X' in box 9.1 and enter the name of the local authority in box 9.2. If you are registered as partly sighted you are unable to claim this allowance.

9.2 If you live in Scotland or Northern Ireland, local authorities are not obliged to maintain a register of blind persons, although many still do. If you are on one, put 'X' in box 9.1 and enter the authority's name in box 9.2. If you are not on a register but your eyesight is so bad it prevents you from doing any work for which sight is essential you can claim the allowance. To claim, put 'X' in box 9.1 and enter 'Scotland' or 'Northern Ireland' in box 9.2.

Transferring unused Blind Person's Allowance

Any unused Blind Person's Allowance can be transferred to your spouse or civil partner. If you wish to transfer any unused allowance please put 'X' in box 10.6, contact us and we will send you form 575 to complete.


This allowance can only be claimed if either you, or your spouse or civil partner were born **before 6 April 1935**, and:

- you are a man who married before 5 December 2005, or
- you married or formed a civil partnership on or after 5 December 2005 and you are the spouse or civil partner with the **higher** income, or
- you are a woman who married before 5 December 2005, or you married or formed a civil partnership on or after 5 December 2005 and you are the spouse or civil partner with the **lower** income, **and** you elected to claim all or half of the minimum amount of married couple's allowance **before 6 April** in the year of claim (or during the year of claim if you married or formed your civil partnership during that period).

The allowance is made up of two amounts - a minimum amount (worth up to **£235** in **2006-07**), plus an age-related amount dependent on the income of the husband (for marriages before 5 December 2005), or the person with the higher income (for marriages and civil partnerships formed on or after 5 December 2005).

10.6 Transfer of surplus

If you have any unused allowance for the year of claim and you would like us to transfer it to your spouse or civil partner, put 'X' in box 10.6.

 For Notes and Help Sheets ring the Orderline on **0845 9000 404**.

Married couple's allowance

Children's Tax Credit

Children's Tax Credit was a tax relief available for the years 2001-02 and 2002-03 only. It was for people who had a child under 16 years of age living with them for at least part of the tax year. If you wish to make a claim for those years, please contact us: we will send you the necessary claim form.

Repayment instructions

After we have calculated any repayment due, we will send you, or your nominee, a payable order (a cheque). If you would like a payable order sent to your bank or building society, fill in boxes 11.3 to 11.6 (but only fill in box 11.5 if you want us to send your repayment to a building society).

Declaration etc.

12.2

If you have signed on behalf of someone else

You may claim on behalf of:

- an unmarried minor (someone under the age of 16 in Scotland or under 18 elsewhere), or
- a mentally incapacitated person, or
- someone who has died.

Claims should usually be made by:

- **a parent or guardian** on behalf of an unmarried minor
- **the person authorised by the courts** to look after the affairs of a mentally incapacitated adult (or the **Department for Work and Pensions appointee**)
- **the executor or administrator** of the estate of someone who has died (the claim will relate to income up to the date of death only).

Those who have now reached the age of 16 (in Scotland) or 18 (elsewhere) should complete this form themselves. They should enter their name on page 1 of the form and give their address (if different from that shown on page 1) and enter 'Claim for self' in box 12.2.

If you have a complaint

If you cannot settle a matter with the office you have been dealing with, you can write to:

- the Director with overall responsibility for that office or unit, or
- if the problem concerns the service you have been given by an Accounts Office, the Director of that Office.

The Director will look into your case and quickly let you know the outcome. For more information about making complaints, please go to www.hmrc.gov.uk and look for **complaints** within the **Search** facility.

If you are still not happy

If the Director has not been able to settle your complaint to your satisfaction, you can ask the Adjudicator to look into it and recommend appropriate action. The Adjudicator is an impartial referee whose recommendations are independent.

The Adjudicator's address is:

The Adjudicator's Office
Haymarket House
28 Haymarket
London Telephone **020 7930 2292**
SW1Y 4SP Fax **020 7930 2298**

The Adjudicator's leaflet AO1 gives information about complaining to the Adjudicator.

Finally, you can ask your MP to refer your case to the independent Parliamentary Commissioner for Administration (usually known as the Ombudsman). The Ombudsman will accept referral from any MP, but you should approach your own MP first. Further information is available from:

The Parliamentary Commissioner for Administration
Millbank Tower
Millbank
London Telephone **0845 015 4033**
SW1P 4QP Fax **020 7217 4160**

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- check the accuracy of information
- prevent or detect crime
- protect public funds.

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