



**Ombwdsmon  
Ombudsman**  
Cymru • Wales

# Housing and Council Tax Reduction

## Introduction

The Council is responsible for the administration of housing benefit and council tax reduction in its local area in line with the relevant law, regulations and government guidance. If you think that the Council has not done this, we may be able to help you with your complaint.

## What we can do

We can:

- Look at complaints that the Council failed to advise you properly of a decision or your right of appeal against a decision
- Check that the Council has taken action to recover an over-payment from you fairly and by following the rules
- Consider issues like unreasonable delay, failing to recognise your appeal, failing to keep proper records, poor communication or making payment mistakes.

## What we cannot do

We cannot:

- help you to make your claim
- tell the Council to increase the amount you receive
- tell the Council to reduce the amount that you owe
- interfere in the Council's decision to take legal action against you for fraud
- normally look at a complaint where there is or was a right of appeal against a decision to a statutory tribunal

## Issues to bear in mind

If you think that the Council's decision is wrong, you should write to the Council in the first instance. If the matter is still unresolved, you may have a right of appeal against the Council's decision to a statutory tribunal.

If you are claiming universal credit or any other state benefits e.g. employment support allowance or personal independence payments, and you are unhappy with the service you have received, you should contact the office you have been dealing with in the first instance. After that you may be able to complaint to the **Parliamentary and Health Service Ombudsman**. You can contact them by telephone on **0345 015 4033**.

More information can be found at [www.Ombudsman.org.uk](http://www.Ombudsman.org.uk)

## Further information

You can find more detailed information about housing benefit and council tax reduction at [www.gov.uk](http://www.gov.uk)

You can find information about appealing against a council's housing benefit decision at [www.justice.gov.uk/tribunals/sscs](http://www.justice.gov.uk/tribunals/sscs)

You can find information about appealing against a council's council tax reduction decision at [www.Valuations-Tribunal-Wales.org.uk](http://www.Valuations-Tribunal-Wales.org.uk)

You can also get free, independent advice about your welfare rights from your local **Citizens Advice**, details of which can be found at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

## Contact us

If you are not sure whether we would be able to look into your complaint, please [contact us](#) on 0300 790 0203.

Also available in Welsh.

## Easy Read

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