
The Application Process

The following process should be followed before applying to the CTRRP:

1. First and foremost, an application must be made directly with your Local Authority in order to initially assess your claim. [Contact the relevant council for more information.](#)
2. If you are not satisfied with the decision, you may request that the Local Authority carry out an internal review.
3. Every council should provide an internal review facility and will be able to supply you with information about their procedures.
4. If you still believe the internal review decision is wrong, or if the Local Authority has not responded with a further decision within two months, you may then apply to the [Council Tax Reduction Review Panel](#). (See Frequently Asked Questions).
5. If you have any doubts or questions regarding the application process please contact us directly using the details on the [Contact Us](#) page of this leaflet and we will be happy to advise you.

The Law

The United Kingdom *Welfare Reform Act 2012* abolished Council Tax Benefit from April 2013, removing support for council tax from the benefits system. In Scotland, providing support now falls to the Scottish Government. Local authorities administer applications for Council Tax Reduction and Housing Benefit separately from April 2013.

The Scottish Government's Council Tax Reduction scheme creates a schedule of means tested reductions to an individual's council tax liability.

The Council Tax Reduction Review Panel was established by [The Council Tax Reduction \(Scotland\) Amendment \(No.2\) Regulations 2013](#) from 1 October 2013. Supported by the Scottish Courts and Tribunals Service, it provides an additional review service to safeguard an individual's rights to administrative justice when assessing an individual's Council Tax Reduction.

The CTRRP cannot accept appeal requests for Council Tax Benefit, only Council Tax Reduction review applications.



4th Floor, 1 Atlantic Quay
45 Robertson Street
Glasgow

Phone: 0141 302 5840

E-mail: ctrpadmin@scotcourtsribunals.gov.uk

Web: counciltaxreductionreview.scotland.gov.uk

Council Tax Reduction Review Panel



INFORMATION LEAFLET

PLEASE NOTE: The CTRPP
CANNOT offer legal advice,
ONLY guidance on the
review.

The Review Panel

The Panel will hear reviews against Local Authority decisions regarding Council Tax Reduction after the Local Authority has carried out an internal review of the original decision requested by the applicant. The Panel will determine the procedure for this further review and will decide what, if any, additional information or documents should be produced in support of the review, ensuring that parties are able to make their best possible case.

Each application is initially checked for validity on receipt. Only applications which are considered valid, that is, ones which fall within the Panel's jurisdiction and authority to change the decision, will proceed to either an oral hearing or a decision on the application and other documents. An applicant can choose whether to attend an oral hearing or not. When required, the Local Authority must implement the Panel's decision as soon as is reasonably practicable.

Valid applications are considered by an independent, impartial convener who is an experienced lawyer and tribunal judge. The convener is drawn from a judicial panel approved by the Scottish Government.

The composition of the review panel is set by the regulations. You do not have the right to choose. A list of the current members of the Panel can be found on the CTRRP website.



Frequently Asked Questions

Is it mandatory to use the application form when requesting a review?

Requests for review will only be accepted on the formal application form, available to download from the CTRRP website or paper copy by request via e-mail or telephone.

If I make a review request to the CTRRP can I stop paying my Council Tax bill until my review application is decided?

No, you should continue to pay your council tax bill. If the review panel decides your review in your favour, any overpayment you have made should be taken into account when your bill is re-calculated.

Are all hearings held in Glasgow?

No, where possible we can travel to your local area to hold a hearing. Decisions can also be made without a hearing taking place, if you prefer.

Can I appeal against a CTRRP decision?

No, the review decision of the CTRRP is final. To challenge the review decision on a point of law you can take your case to the Court of Session.

How long will it take the panel to make a decision?

There is no set timeline. The Panel will work as quickly as possible to give a decision.

Contact Us

Telephone

0141 302 5840 or 0141 302 5843

Email

ctrrpadmin@scotcourtribunals.gov.uk

Address

Council Tax Reduction Review Panel
4th Floor
1 Atlantic Quay
45 Robertson Street
Glasgow
G2 8JB

Website

counciltaxreductionreview.scotland.gov.uk

