HMRC: No extra help for customer service

Briefings



20 November 2024

CIOT has expressed disappointment at the government's failure to announce extra help for HMRC customer service in the Budget.

CIOT's Tax Policy Director, Ellen Milner, said: 'We remain concerned that, in a Budget about fixing the foundations, no additional investment has been made to underpin the commitment to improve HMRC's customer service.' She said that poor service levels are continuing to have a detrimental impact on the tax system as a whole, the ability to do business and the wider economy.

This followed a joint call by CIOT and ICAEW ahead of the Budget for the Chancellor to make such an investment. That call followed emerging findings of a study of tax agents' contact with HMRC, conducted jointly by CIOT and ICAEW during September and October 2024.

The study found that while 85% of attempts to contact HMRC across a range of helplines and webchats got through to an adviser, a quarter of issues raised through helplines and webchats go unresolved, while in 41% of cases, agents needed to contact HMRC again.

The full findings of the survey will be published in December and will be reported in an article in the next *Tax Adviser*.