Problems with HMRC systems and processes

Briefings

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A new ATT service aims to help tackle its members’ issues with HMRC systems and processes.

Despite its flaws, one benefit of HMRC’s now defunct Agent Forum was that it provided a route for agents to share their experiences of difficulties encountered when dealing with HMRC systems, services and processes. An agent could post a message about an issue on the site, allowing others to confirm whether they had also experienced the same problem. This helped both agents and HMRC to distinguish between widespread or systemic issues and those that were agent or client specific.

The ATT maintains close links with HMRC through more than 30 working groups, covering a wide range of taxes and HMRC services. (You can find out more on our Working with HMRC webpage at tinyurl.com/5annafh8.) These groups provide

valuable channels for raising issues encountered by members. However, without real-life examples of where HMRC's systems and processes have gone wrong, HMRC can struggle to identify and resolve those problems.

To address this, and to fill the gap left by the closure of the Agent Forum, the ATT has launched a new facility for members to raise issues with HMRC systems and processes directly with the ATT technical team.

Members can submit evidence of issues, which our technical officers can then share more widely to establish whether others are experiencing the same problem. If enough members report similar issues and can provide supporting evidence (such as screenshots or tax calculations, anonymised except for a tax reference such as a UTR or NI number), the ATT can then present these as real-life cases to HMRC. By working with HMRC, the aim is to identify solutions or provide practical guidance to members and the wider tax profession.

A good example of the type of issue this facility is designed to address was HMRC incorrectly adding Class 2 NICs to some 2024-25 tax computations (see tinyurl.com/2kx7unhe). Although this was eventually resolved, our technical team relied on ad hoc reports from members. The new process is intended to gather such evidence in a more structured way, enabling the ATT to raise systemic issues more effectively.

To support this, members are encouraged to report problems with HMRC systems that may be more than a one-off, client-specific issue. Members can view known issues on the ATT website and submit evidence either to support an existing issue or to highlight a new, potentially widespread problem. Technical officers will also share calls for evidence via LinkedIn and the weekly members' email, so members are encouraged to follow ATT updates so that we can raise any problems with HMRC.

Find our 'Issues with HMRC systems and processes' webpage at: tinyurl.com/yt8rt9pp