



HM Treasury, 1 Horse Guards Road, London, SW1A 2HQ

Mr Jack Withrington  
Head of Public Affairs and Public Policy  
Association of Accounting Technicians  
30, Churchill Place  
London  
E14 5RE

10 May 2023

Dear Mr Withrington,

Thank you for your letter of 1 March to the Chancellor of the Exchequer about HMRC's customer service. I am replying as the Minister responsible for the UK tax system.

You and your colleagues raise concerns about HMRC's customer service.

Some of HMRC's customer service levels during 2022-23 have not been where they want them to be. HMRC officials are sorry to those who have been affected.

HMRC have seen unexpected demand for their services and strains on their resource, which have affected performance. These include:

- unexpectedly high volumes of certain types of repayment claims driven by a small number of agents submitting thousands of claims;
- IT issues as HMRC made vital upgrades to improve system security and resilience in the future; and
- some resources being diverted to urgent priorities, such as providing support for Ukraine visa processing.

HMRC are currently responding to around three-quarters of correspondence within 15 working days and successfully answering about 70,000 calls a day. Their customer satisfaction is consistently around 80 per cent.

You can find HMRC's monthly and quarterly performance reports at:

- [www.gov.uk/government/collections/hmrc-monthly-performance-reports](https://www.gov.uk/government/collections/hmrc-monthly-performance-reports), and
- [www.gov.uk/government/collections/hmrc-quarterly-performance-updates](https://www.gov.uk/government/collections/hmrc-quarterly-performance-updates).

The key to reducing waiting times for customers and improving customer satisfaction even further is offering an easy and simple online service – one where it is much easier to go digital than to telephone or write to HMRC.

Between now and 2030, HMRC will build a digital tax system that does more to help customers get their tax and payments right first time, reduces error and fraud and fits seamlessly with the way people run their businesses and their lives.

HMRC are investing in high quality digital services that will help taxpayers get things right first time. This includes Single Customer Accounts that will eventually enable over 45 million taxpayers to view all their tax affairs in one place and complete everyday tasks, potentially reducing customer contact by telephone and post by 30 per cent.

However, HMRC will still be available for those who need them, such as for complex queries or those who have difficulty using digital services.

Thank you for making me aware of your concerns.

Yours sincerely,

A handwritten signature in blue ink that reads "Victoria Atkins". The signature is written in a cursive style with a large initial 'V' and a long, sweeping tail on the 'y'.

VICTORIA ATKINS MP