

Complex Personal Tax Teams Quality Measures Questionnaire

Section 1 – Quality of SA Return Capture

CPTT current quality targets for SA Capture are: 97.5% of ITSA returns processed accurately first time with no tax effect errors
86% of ITSA returns and associated work processed accurately first time

It is important that CPTT sets quality targets for the capture of SA Returns (✓ the relevant box)	Yes	No
If you answered no to the question above please explain your answer below:		

Please indicate by entering a tick ✓ or number in the relevant box the level of importance you put on the issues below – 1 being of least importance 5 being of most importance	1	2	3	4	5
(a) I expect the calculation / statement to be correct					
(b) I expect any Claims to adjust POA dealt with correctly					
(c) I expect any request to code Balancing Payment be dealt with correctly					
(d) I expect to be contacted by telephone to clarify any minor discrepancies with the figures on the Return					
(e) I expect the PAYE code to be updated in line with the Return in respect of all allowances deductions and relief's					

Section 2 Correspondence

CPTT current targets for dealing with correspondence are as follows:

Turnaround: 75% worked in 15 working days 95% worked in 40 working days No post on hand over 3 months

Quality: 90% of post worked in 15 and 40 days to be dealt with completely and correctly

It is important that CPTT sets quality targets when dealing with correspondence	Yes	No
It is important that CPTT sets turnaround targets when dealing with correspondence	Yes	No
If you answered no to any questions above please explain your answer below:		

Please indicate by entering a tick ✓ or number in the relevant box the level of importance you put on the issues below – 1 being of least importance 5 being of most importance	1	2	3	4	5
(a) I expect an acknowledgement to be issued where you cannot respond to correspondence within a set timescale					
(b) Correctness and completeness of response is more important to me than turnaround					
(c) It is important to me that any response has the correct UTR reference, address, and is spelt and punctuated correctly.					

Please tick ✓ the number of days you feel a full and complete response should be issued to you.	0-7	7- 14	14-21	21 -28	Not important
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If you have any ideas on how CPTT should measure the quality of the Customer Service provided please comment below: