

Tax Credit Bulletin 01/06

Changes to Complaint Handling in the Tax Credit Office (TCO)

Summary

Significant improvements to the way the TCO's Customer Support Unit handle tax credits complaints.

Details

The TCO has worked hard to improve the way they deal with tax credits complaints and responded to feedback from representatives from the tax credits Consultation Group, the Adjudicator and Parliamentary Ombudsman.

Dealing with complaints

Representatives have told us how frustrating it is for our customers to have no effective means of speaking directly with the person dealing with their complaint. We know that this has led to duplicate complaints and unnecessary rework.

To improve our service, complaints (apart from those to the Adjudicator and Parliamentary Ombudsman) are now worked by teams organised by alphabetical split. Each complaint is allocated to a specific caseworker who

- gives the customer their name and contact details, and
- maintains contact, normally by telephone, until the complaint is resolved or the customer seeks the help of the Adjudicator or Parliamentary Ombudsman.

The TCO expect these improvements to have a positive impact for tax credits customers. They will continue to respond to customer feedback and keep under review their handling of complaints.