HM Revenue & Customs

Fiona Nellthorp
Individuals Customer Unit

3E.02
100 Parliament Street
London
SW1A 2BQ

Tel 020 7147 3873

Fax

www.hmrc.gov.uk

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Our Ref Charter inv1
Your Ref

Invitation to partner with HMRC in developing the Taxpayer charter

On 10 January HMRC with the agreement of Treasury ministers announced our intention to work with interested parties to develop a 'Taxpayer Charter' as part of the further consultation on HMRC powers and safeguards. The Chancellor confirmed this in the Budget on 12 March.

This is a real challenge and a great opportunity for HMRC and customers to work together to clearly define our relationships and interactions. We want to ensure that whatever we produce works for all HMRC customers – taxpayers as well as benefits and credits recipients. We are working up detailed plans for broad and full engagement with customers and representative groups. We will also be creating forums to engage directly with members of the public.

If your members would like to work with us or contribute ideas on the charter, we would like to hear from you. If there are particular engagement forums or ideas which work best for your members where we can fully discuss the work and get their input, please let us know and we would as far as possible build it into our engagement plans. Otherwise, please just indicate your interest to work with us and we will get in touch with you.

Information is available in large print, audio tape and Braille formats.
Type Talk service prefix number – 18001

INVESTOR IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Please send all responses and ideas to this address by email to: taxpayer.charter@hmrc.gsi.gov.uk:

We look forward to working with you

Fiona Nellthorp