HMRC - CH855000 - Rude, Abusive, Threatening Or Violent Agents

HMRC is committed to protecting and supporting its staff. Rude or abusive behaviour towards staff will not be tolerated. Rude or abusive behaviour includes behaviour such as

violence or threats of violence

inappropriate language in correspondence

unwelcome personal comments

rude, insulting or demeaning remarks made over the telephone

offensive behaviour at meetings or other face to face contact.

Regardless of how minor an incident appears to be it is important that all incidents of violent, abusive, threatening or discriminatory agent behaviour are reported whether they are written, verbal or physical.

There is detailed guidance for you and your manager starting at HR62002 about how to make the required report on form HR VIO1, which must be completed and emailed to your manager within 48 hours of the incident occurring. You must also contact the [HMRC is committed to protecting and supporting its staff. Rude or abusive behaviour towards staff will not be tolerated. Rude or abusive behaviour includes behaviour such as

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The HR VIO1 report starts the audit trail for action within each business area. It also ensures that Risk and Intelligence Service (RIS) assesses details of the agent conduct that falls below expected standards for consideration of further action.

Where you are considering limiting your contact with the agent as a result of an incident described above, follow the guidance at CH870000, and make sure you contact the [HMRC is committed to protecting and supporting its staff. Rude or abusive behaviour towards staff will not be tolerated. Rude or abusive behaviour includes behaviour such as

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The ACT should also be contacted in all cases where a tax agent has demonstrated poor technical ability or where you suspect that a tax agent may be responsible for suspicious repayment or registration activity or dishonest conduct, see CH860000.

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