HMRC - CH860100 - What Happens To Reports Of Poor Agent Behaviour

Whilst the initial report of poor agent behaviour should be made to the Whilst the initial report of poor agent behaviour should be made to the , see CH860000, the central point for gathering and risk assessing the reported data on poor agent behaviour is Risk and Intelligence Service (RIS).

The ACT will provide details of the referrals that they receive to RIS. As information on poor agent behaviour builds, RIS, in agreement with business areas, will use a range of pre-determined triggers and risk rules to decide what further action may be required to address the performance of the agent, and who will be responsible for taking that action.

(This content has been withheld because of exemptions in the Freedom of Information Act 2000)

Any meeting with an agent will be undertaken and managed through the ACT.

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