HMRC - CHG110 - Introduction: The Role Of CPST And CCAST

Throughout this guidance you will find reference to two HQ teams: the Complaints Policy and Strategy Team (CPST) and the Central Complaints Advice and Support Team (CCAST). CPST is housed in Central Customer & Strategy Directorate, while CCAST is housed in Customer Directorate. The two teams work closely together and their roles are complementary.

CPST is responsible for:

HMRC policy and guidance on complaints (including financial redress) and how they are handled

monitoring changes in customer needs and government/departmental policy, making sure our complaints policy and guidance keep pace

measuring and reporting on complaints handling performance across HMRC, highlighting where managers can make business improvements

providing statistics and commentary for HMRC’s annual report and for monthly reports to HMRC’s Performance Committee

the Enterprise Complaints and Correspondence System (ECCS) and, through it, collecting, analysing and reporting on information about complaints and customers to help HMRC learn lessons and improve its services

maintaining relationships with the Adjudicator (including the Service Level Agreement), the Parliamentary Ombudsman, other government departments and third sector organisations

acting as a resource for policy makers and process developers to help ensure they identify and address issues that may give rise to complaints

providing briefing for Ministers and those involved in parliamentary business.

CCAST is responsible for:

giving advice on specific cases, including issues concerning financial redress, to business areas across the department aiming to respond within 5 working days

helping with complex or contentious cases to ensure decisions are robust and reflect policy intention

providing the link between operational complaints handling teams and CPST by feeding operational issues and experiences into the policy making process

supporting robust complaints handling within business areas

supporting the Adjudicator’s and Ombudsman’s handling of case enquiries, giving advice and helping to achieve an agreed outcome

supporting the Processing business in developing a system for learning lessons from complaints

devising and delivering workshops on improving complaints handling, including financial redress issues and letter writing

providing assurance to CPST that policy is fit for purpose and is being implemented reasonably and consistently across HMRC.

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