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HMRC internal manual

Complaints and Remedy Guidance

From: **HM Revenue & Customs**
(/government/organisations/hm-revenue-customs)

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CRG1050 - 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:

- policy and guidance on complaints, including redress, and how they are handled in HMRC.

- monitoring changes in customer needs and government policy and making sure our complaint policies and guidance keep pace.
- the Service Level Agreement (SLA) with the Adjudicator.
- measuring and reporting on complaints handling performance across HMRC.
- the HMRC complaints handling system – CHART and ECCS.

Please note we have responsibility for complaints policy only and we are unable to advise about any other specific policy issues.

If you have a query about an operational policy, please consult the [Tax Administration Directorate \(sharepoint.com\)](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhmrc.sharepoint.com%2Fsites%2FCOM114430048%2FSitePages%2FTax-Administration.aspx&data=05%7C01%7Csani.ahmed%40hmrc.gov.uk%7C7e28f0ff943d4f1d45c908dafd38f486%7Cac52f73cfd1a4a9a8e7a4a248f3139e1%7C0%7C0%7C638100718298152731%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ij1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=tXapQY0R%2F3UrhXDfdGUrdiSpZYRWkodloLHQhfnTi8k%3D&reserved=0)
(<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhmrc.sharepoint.com%2Fsites%2FCOM114430048%2FSitePages%2FTax-Administration.aspx&data=05%7C01%7Csani.ahmed%40hmrc.gov.uk%7C7e28f0ff943d4f1d45c908dafd38f486%7Cac52f73cfd1a4a9a8e7a4a248f3139e1%7C0%7C0%7C638100718298152731%7CUnknown%7CTWFpbGZsb3d8eyJWljiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ij1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=tXapQY0R%2F3UrhXDfdGUrdiSpZYRWkodloLHQhfnTi8k%3D&reserved=0>) for the appropriate contact.

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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