

CCBB



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C/BI

NBRN.

Dear David

**BOARD OF INLAND REVENUE'S ANNUAL REPORT;
AND TAXPAYER'S CHARTER**

The Prime Minister and the Chancellor discussed the draft Taxpayer's Charter on 11 July. The Chancellor agreed to see what could be done to work in the fourth of Peter Warry's points (about having regard to the size of businesses). In the event, we have also been able to take some account of Peter Warry's first point (that taxpayers should not be required to pay more tax than is due). I attach a copy of the Charter in its final form, with the two additions highlighted.

As I mentioned to you and to Tim Flesher yesterday, the Charter will be launched with the publication of the Board of Inland Revenue's 128th Annual Report (for the year ended 31 December 1985). It is proposed to publish the Report including the Charter on the morning of Friday, 25 July. The Report will be laid before Parliament, but does not require any Statement in the House.

*Yours ever,**Tony*

A W KUCZYS



TAXPAYER'S CHARTER

JULY 1986

You have important rights and entitlements as a taxpayer. You are entitled to expect that:

Help and Information

- the staff of the Inland Revenue and Customs and Excise will help you in every reasonable way to obtain your rights and to understand and meet your obligations under the tax laws. So that they can do this, the Inland Revenue and Customs and Excise are entitled to expect that you will give them the full facts they need to decide how much tax you should pay.

Courtesy and Consideration

- the staff of the Inland Revenue and Customs and Excise will at all times carry out their duties courteously, considerately and promptly

Fairness

- you will have your tax liability decided impartially and be required to pay only the amount of tax properly due according to the law
- you will be treated in the same way as other taxpayers in similar circumstances
- you will be presumed to have dealt with your tax affairs honestly, unless there is reason to believe otherwise

Privacy and Confidentiality

- information about your tax affairs which is supplied to the Inland Revenue or Customs and Excise will be treated in strict confidence and used only for purposes allowed by law

Costs of Compliance

- the Inland Revenue and Customs and Excise will have regard to the compliance costs of different taxpayers (including the particular circumstances of smaller businesses). In applying their procedures, they will recognise the need to keep to the minimum necessary the costs you incur in complying with the law, subject to their duty to collect the tax that is due from you efficiently and economically.

Independent Appeal and Review

You may ask the Inland Revenue or Customs and Excise to look again at your case, if you think your tax bill is wrong or they have made a wrong decision, or they have handled your tax affairs badly. Your case can be reviewed by the head of the local office you are dealing with. If you are still not satisfied, you may take the matter up with the Inland Revenue Regional Controller or the Collector of Customs and Excise, or with their Headquarters. Beyond that, you have important rights to independent appeal.

For Inland Revenue taxes, you may appeal against your tax bill to an independent tribunal, the appeal Commissioners, and if necessary to the Courts.

For Customs and Excise taxes and duties, you may appeal against a VAT decision to the independent VAT Tribunals; or in the case of other taxes or duties directly to the Courts.

You may ask your Member of Parliament to take up your case with the office you are dealing with or with Treasury Ministers. Your Member of Parliament may also ask the independent Parliamentary Commissioner for Administration (the Ombudsman) to review your case, if you think that the Inland Revenue or Customs and Excise have handled your tax affairs improperly.

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