

Guide to contacting HMRC

The escalation route for contacting HMRC's Public Bodies Group (PBG) is:

1. The usual methods of communication e.g. gift aid, RTI, submission of returns, options to tax etc.
2. For more detailed/individual, specific queries these should be directed to Higher & Further Education (H&FE) dedicated mail box - hfesector.wmbc@hmrc.gov.uk
These queries etc should be submitted using 'The Technical Query Form' (TQF).

There are no specific rules regarding the format of queries to PBG (the template will aid you) but avoid very general questions which HMRC cannot answer e.g. very long contracts with the question 'what do you think?' or even specific questions with a final 'is there anything else I need to consider?'.

Please note if the template is not fully completed it may be returned to you prior to being reviewed.