

Guide to Contacting HMRC

Changes:

Please note that no emails should be directed to any individuals including the sector lead; the Customer Compliance Managers (CCMs) or Tax Specialists etc. This applies to agents acting on your behalf.

Revised Process:

- Always use the established methods of communications regarding the submission of Returns, payments, options to tax, employment helpline etc.
- All detailed/individual, specific queries should be directed to the Higher & Further Education (H&FE) dedicated mailbox – hfesector.wmbc@hmrc.gov.uk. Such queries should be on the **Technical Query Form (TQF)**.

If the template is not used or the information required is not included the communication will be returned; not actioned. If you are unsure how to complete the template please provide details of the issue.

As before please do not include very general questions which HMRC will be unable to 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”.