
Revenue Customer Service Charter

Part 37-00-01

Document last reviewed March 2021

Introduction

Revenue's Customer Service Charter reflects the mutual expectations of Revenue and its customers and seeks to ensure that our organisation conforms to the highest principles of professional public service.

The Charter outlines the entitlements of taxpayers (whether or not represented by an agent) in their dealings with Revenue officials.

Equally, it expects that taxpayers will provide all the facts and give full co-operation to enable Revenue to deal effectively with their tax affairs and to fulfil its responsibilities in relation to compliance with the law.

Revenue has committed all its officials to fulfilling the terms of the Customer Service Charter.

If a customer considers the Charter is not being adhered to, Revenue would like to know. The [Customer Service Charter](#) is available on our website under Customer Service commitments.

Customer Service Standards

Revenue measures its performance against the standards set out in the Customer Service Standards. These Standards illustrate the level of service delivery our customers can expect. The aim of these standards is to provide services to compliant taxpayers, which are efficient, speedy and cost effective. We measure and evaluate our performance against these standards and report on our performance each year in [Revenue's Annual Report](#) which is available on our website under Governance.

[Revenue's Customer Service Standards](#) are available on our website under Customer Service commitments. The standards were updated in 2008 and 2015, in order to enhance the level of customer service provided to our customers.

Customer Service Complaints

Revenue has put in place procedures for responding to customer service complaints. Normally the best and quickest way to resolve a complaint is to contact the Revenue Office dealing with your affairs. A Revenue staff member will try to resolve your complaint without delay. However, if it cannot be resolved, or if you are unhappy with the response, then you can ask that it be reviewed by the local Manager.

If you are still unhappy, you can have your complaint referred to the Customer Service Manager in the relevant Region/Division. Details of how to avail of Revenue's Customer Service Complaints procedures are contained on the [How to complain](#) page of our website. The [Customs appeals](#) page of our website outlines the Appeal Procedure relating to Customs Matters. The [General excise](#) page of our website outlines the Appeal Procedure relating to Excise Matters.

The following Parts contain additional information on dealing with customer complaints:

[Part 37-00-21](#) Responding to complaints to Ombudsman

[Part 37-00-22](#) Customer Service – Dealing with Customer Complaints