



## Insolvency VAT Helplines Survey

In line with the HMRC Charter value of “Being Responsive” and the drive to improve the customer journey for the Insolvency Practitioner (IP), the HMRC Insolvency team are commissioning a series of surveys to obtain feedback from you, the IP. Our first survey will focus on your experiences in contacting us through the VAT Helplines .

## Why are HMRC Insolvency team commissioning this survey?

In the Insolvency team, we continually monitor the operational effectiveness of our processes and procedures for the insolvency sector. We understand that difficulties may have been faced when trying to contact the VAT helplines, therefore, it is important to gather robust data to support HMRC’s commitment to driving continuous improvements.

## VAT Helplines Survey

The survey is available on Friday the 29th of September 2023, until Friday the 1<sup>st</sup> of December 2023. This is to ensure all IPs and their staff have an opportunity to complete it.

## What we need you to do

We’re asking you to complete just 7 questions, which should take no longer than 5 to 10 minutes in total. The Survey is voluntary, and your responses will be completely anonymous. There is an opportunity in Question 7 to add any additional comments if there’s more, you’d like to tell us.

[Complete the survey now](#)

## What will happen to my answers?

HMRC will review the findings of the survey to assess the VAT Helpline’s effectiveness and consider where we can make improvements. .

HMRC is committed to ensuring the security and protection of the personal information that we process. This survey is conducted in line with [HMRC Privacy Notice](#) and [HMRC Ethical Guidelines](#) .

## If you have Further Questions.

Please contact R3 or your representative group who will contact HMRC.