

Standard Letters

Part 37-00-24

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Contents

1. Introduction.....	2
2. Use of Standard Letters.....	2
3. How to access the Standard Letters.....	2



1. Introduction

As part of our programme to provide quality customer services, to ensure consistency of administration in all Revenue offices and to facilitate staff in dealing with customers we have now completed a project to make Standard Letters available to staff in all Revenue offices

The project involved, initially, getting copies of the various letters already in use in Revenue offices, identifying the relevant topics, agreeing the content and compiling standard versions of the most commonly used letters.

2. Use of Standard Letters

The standard letters are provided for the assistance of staff in responding to customers. The intention is that staff will, to the greatest extent possible, use these standard letters when writing to a customer. In most cases it will only be necessary to insert the relevant details e.g. taxpayer's name, tax reference, tax year etc. and the Inspector's/officer's name.

As a general rule, the standard letters should be capable of being used without change. Where, exceptionally, change is necessary text can be added to or deleted from the letters to suit the facts and circumstances of individual cases. Once the relevant information has been typed the letter to the customer can be printed on the Revenue Corporate Stationery.

Any changes made to the text of the letter and any text added such as taxpayer's name, tax reference etc. will not affect the standard letter and the next time the letter is accessed it will not include any such "new" text. In effect, the original standard letter is what is retained for future use.

3. How to access the Standard Letters

The standard letters cover the following tax headings:

- **PAYE**
- **Income Tax - Self Assessment**
- **Corporation Tax - Self Assessment**
- **Capital Gains Tax**
- **Value Added Tax**
- **Registration.**

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