Jim Harra  
Deputy Chief Executive and Second Permanent Secretary  
HM Revenue and Customs  
2/75  
100 Parliament Street  
London SW1A 2BQ

1 April 2019

Dear Jim

The Work of the Adjudicator’s Office

On 26 March 2019 the Treasury Committee heard evidence about the work of the Adjudicator’s Office from the Adjudicator, Helen Megarry, and her Head of Office, Jane Brothwood.

The evidence received left my Committee in no doubt about the valuable role the Adjudicator’s Office has in providing an independent review of complaints against HMRC and in supporting customer service improvements within the department.

However, I and my Committee were astonished to learn that members of the public are unable to contact the Adjudicator’s Office by email or through another form of secure digital channel, a position the Adjudicator rightly called “not defendable”. This must obstruct proper access to a service to which the public are entitled.

We heard that HMRC granted the Adjudicator £20,000 in January for a secure email service. But unfortunately, the Adjudicator was then told in February that a secure email service could not be delivered due to other competing priorities within HMRC. Whilst I appreciate that HMRC has competing priorities in these particularly challenging times, I should be grateful if you would consider allocating higher priority to the provision of such a basic digital service to the Adjudicator’s Office in the near future.

Yours sincerely

Rt Hon Nicky Morgan MP  
Chair of the Treasury Committee