

STATES OF JERSEY
INCOME TAX OFFICE

2008

CUSTOMER
QUESTIONNAIRE

FINAL REPORT

CONTENTS

Page 2	Contents
Page 3	Introduction
Page 4	Customer Questionnaire Responses
Page 8	Comments regarding instances where the respondent has been particularly impressed by our level of service
Page 10	Comments regarding areas where respondents felt the Income Tax Office needed to develop further
Page 13	Comments regarding Communications Issues
Page 16	Comments regarding Personnel Issues
Page 18	Comments regarding General Issues
Page 21	Conclusion
Page 23	Recommendations to Comptroller

INTRODUCTION

The Jersey Income Tax Office is committed to obtaining satisfaction ratings from anonymous questionnaires issued to taxpayers.

Our vision is 'Striving After Excellence' and our mission is to efficiently assess and collect tax whilst delivering excellent service to our taxpayers and other customers. Our vision, together with our mission statement, link in with our office values:

- To respect customer confidentiality in accordance with our Royal Court oath of Office
- To put the customer at the heart of everything we do
- To take pride in delivering an effective public service for Jersey
- To always be fair and honest and act with integrity

One of the key operational objectives for 2008 is to:

'Constantly work towards our vision of striving after excellence, in particular, delivering excellent results for all our customers, whether taxpayers, professionals, politicians or colleagues in other States Departments in an efficient and effective manner'.

A sample of 1000 questionnaires, enclosing prepaid envelopes, was issued during a three week period in June and July 2008. These questionnaires, which had been drawn up in-house, were distributed throughout the Income Tax Office to incorporate all areas which have contact with members of the public through correspondence, email, telephone or at interview, as follows:

Personal Tax teams – 550
Helpdesk – 350
GST – 50
Business Tax – 50

In total only 117 questionnaires were returned equating to 11.7% of those issued. Nevertheless, that is quite a good response rate for such questionnaires and some valuable information has been received from those returned.

Another sample of 1000 questionnaires was issued in December 2008 and January 2009. The distribution of these questionnaires by the various sections of the Income Tax Office was in accordance with the initial distribution.

114 completed questionnaires were returned from the second sample issued equating to 11.4% of those issued.

In total, 231 out of 2000 questionnaires were returned equating to 11.55%.

Set out below is a breakdown of the responses to each questionnaire.

REPLIES TO QUESTIONS

Key:

1	=	Strongly Agree
2	=	Agree
3	=	Neither Agree or Disagree
4	=	Disagree
5	=	Strongly Disagree

COMMUNICATIONS

Visits to Income Tax

Visits to Income Tax are handled courteously

1	47%
2	44%
3	6%
4	1%
5	2%

Visits to Income Tax are handled in a timely manner

1	32%
2	42%
3	14%
4	9%
5	3%

Information given is technically accurate

1	31%
2	51%
3	12%
4	3%
5	3%

Letters to Income Tax

Letters to Income Tax are dealt with promptly (within 21 days)

1	42%
2	34%
3	14%
4	5%
5	5%

Replies are clear and easy to understand

1	34%
2	39%
3	16%
4	6%
5	5%

Replies are technically accurate

1	30%
2	45%
3	17%
4	5%
5	3%

Telephone calls to Income Tax

Telephone calls to Income Tax are handled promptly

1	28%
2	40%
3	13%
4	6%
5	13%

Telephone calls are returned in a timely manner

1	24%
2	37%
3	22%
4	10%
5	7%

Telephone calls are handled courteously

1	39%
2	41%
3	13%
4	4%
5	3%

Information given is technically accurate

1	31%
2	46%
3	17%
4	3%
5	3%

PERSONNEL

My perception of Income Tax staff is that they are technically competent

1	31%
2	49%
3	14%
4	3%
5	3%

My perception of Income Tax staff is that they are approachable and willing to listen

1	38%
2	44%
3	11%
4	5%
5	2%

My perception of Income Tax staff is that they are motivated and diligent

1	29%
2	41%
3	24%
4	4%
5	2%

My perception of Income Tax staff is that they are able to answer questions in a clear and understandable way

1	33%
2	43%
3	15%
4	6%
5	3%

GENERAL

Overall, to what extent does the Income Tax Office satisfy your expectations with respect to the following:

Delivering a high quality service

1	29%
2	43%
3	19%
4	6%
5	3%

Being a professional and efficient organisation

1	29%
2	43%
3	17%
4	8%
5	3%

THE INCOME TAX SECTION OF THE GOVERNMENT WEBSITE

The Income Tax section of www.gov.je is informative and provides relevant information

1	21%
2	51%
3	24%
4	4%
5	0%

The Income Tax section of www.gov.je is easy to understand and use

1	18%
2	35%
3	32%
4	13%
5	2%

There were some comments regarding instances where the respondent has been particularly impressed by our level of service. All comments are set out below.

Comments regarded as positive:

- Always received high level of service. You can rely on the Tax Office.
- Delivered as promised.
- Very good counter service and when I did speak to the person in charge he was very helpful.
- As finance manager with a large Island charity I was very impressed with the prompt and efficient service given with my query on GST and customs import duty.
- Very helpful following bereavement – patient, clear, nothing too much effort. Impressed me!
- Counter staff are helpful and cheerful.
- It made a pleasant change to actually speak to a person who within seconds could address the matter in hand. We are all sick and tired of 12 options when calling and a ten minute call as a result.
- Very prompt.
- A member of the GST team visited to explain GST to us. Very helpful and made it easy for us to understand.
- When I phoned last week and I was given very helpful advice. The information I required arrived promptly.
- A member of the Helpdesk staff was very well mannered and answered all questions efficiently. He needs a medal and a pay rise.
- Helping me to file my tax return and sending me an early assessment.
- The gentleman on the information desk was very helpful.
- Wrote to the Department for a tax query and was replied to within a weeks time. Very good.
- I am very pleased with the help received from the GST people. Thank you.
- I asked for a copy of a tax assessment and received it promptly.
- When it came to filling the tax forms out, they are always there to help.
- Kindness of a worker who left his desk to attend to me at the counter! Many thanks!
- Willing to listen.
- I feel I can talk to the Income Tax staff and not feel nervous. Like 10 years ago the staff were bullies.
- Just recently when I had to write re my mortgage.
- When we requested a rebate following overpayment of our tax.
- When I visited your Office and one of the staff explained to me in detail why I was given a particular rate.
- Speed of response to letters.
- Assistance with limited companies and sole traders.
- I have always found staff very helpful and understanding.
- Very courteous and try to be as helpful as possible.
- I visited at the beginning of the year, it was very busy but I was still greeted with a smile and an interested 'How can we help you?'. Excellent.
- My recent assessment query, handled I believe well by personal tax guy and Comptroller.
- I am grateful for the trouble taken in replying to specific questions of mine. Replies are to the point.

- Very efficient and no problems with service whatsoever.
- Help with registering and sorting out my initial rate ~ so helpful, friendly and knowledgeable. Was extremely impressed.
- A member of the collection team went beyond the call of duty to assist my partner and myself and we are extremely grateful to him for his efforts.
- Service staff at the counter are very courteous.
- We received our 2009 ISE documentation promptly.

Comments regarded as negative:

- This is really unfortunate, but never.

Comments were also made in respect of areas where respondents felt the Income Tax Office needed to develop further. All comments are set out below.

Comments regarded as positive:

- I really couldn't say, my dealings with the office have been dealt with very well.

Comments regarded as negative:

- Train your staff better.
- People skills and knowledge of Jersey tax.
- You need more friendly staff on the front desk who actually listen then act – this will save you (the department of IT) time and money.
- When people take the time to write in this should be recognised with a personalised response. When I have raised overpayments all I get is a revised ITIS rate. I have then had to chase outstanding balances.
- I have absolutely no idea what my current position re my tax liability is. I would suggest that you revisit your reporting and assess whether this could be improved. An annual statement showing any balances brought forward, liabilities and payments made would be extremely beneficial, as, no matter how I try, I can never make my own calculations match those of your staff.
- Getting out reimbursements for people who were overcharged on ITIS payments.
- Perhaps a bit more privacy at the information desk – there was a large queue behind us.
- A few more staff on the desks when it comes to the tax forms being sent out.
- Possibly your counter staff should understand GST issues.
- Perhaps send out ITIS receipt schedules once a year. It would clarify tax demands.
- Find trying to get through on telephone very frustrating but once through fine.
- Speed in turning round tax form and query forms.
- I feel 21 days to deal with a letter is not a prompt response (e.g. waiting for ITIS rate).
- Tax deducted monthly from salary should be total tax owed for that month otherwise tax is still owed and then demands are made and individual does not have accurate details of tax paid / owed.
- My husband is self employed and would prefer to be on the ITIS system rather than paying tax at the end of the year (can not pay by Direct Debit as I don't know how much he earns each month).
- Income tax form sent out on the year required not 2 or 3 years later. I can't remember that far back.
- I feel information between my accountant via your Department and myself seems to change after I have thought things have been resolved.
- When telephoning Income Tax I was not happy with the time to answer my call (6 minutes and 3 attempts). Also, the person dealing with my query did not seem to be listening to my request so ultimately I ended up receiving information sent to me that was incorrect.
- Newcomers to the Island need to be briefed about their new rates and why to avert any confusion or the need to repay arrears. It is better to give a correct rate to the person than giving an under rate and later the person has to repay the arrears which is something quite difficult especially with a family man.

- Need to improve level of telephone answering service.
- Confidentiality. Especially with ethnic minorities as they do find it difficult to comprehend. (I am British).
- Have helpful friendly polite staff.
- Accurate calculation of effective rate from assessment forms.
- Simplistic examples on your website eg. cessation of business computations.
- More staff to handle queries during busy times when returns are due in.
- Telephone response is terrible unless it is ITIS or GST related then it is a little quicker and more helpful.
- Smile.
- Obviously telephone communication.
- Sort the website. Automatically give total tax being deducted through ITIS every six months.
- More automatic information. You must have it.
- There is an awful waste of Department's time and energy sending out revised ITIS assessments. I have had about 5/6 different rates supplied to me by your Department when you have not been aware of my circumstances or change of circumstances. I suggest consideration is given to : a) moving to a PAYE basis, b) alternatively moving to a self-assessment basis, c) trying to set as fixed a rate as possible rather than 16%, 14%, 0%, 20% in one year, d) make the rate changes voluntary, e) agree a schedule going forward with the client agreeing a fixed rate for say 12 months or even longer.
- Website for those who don't understand much about personal tax with more examples.
- Explanations need to be more specific ~ you receive a Notice of Assessment and told to do nothing. You are not requested only 'if you would like' a statement. You then find there are two amounts due! I have never paid a bill without an invoice ~ this seems wrong.
- Although I appreciate how busy the Department has been over the Christmas period, it is frustrating not to have a telephone message returned.
- Clarity should be provided for those immigrating to Jersey as dates for filing tax was unclear.
- There is clearly a need to recruit more staff as the time taken to process tax returns is not conducive to efficient collection of ITIS ie. late issue of revised effective rate notices helps nobody.
- Customer service ~ public facing office therefore need to improve as sometimes staff are bored, frustrated and not interested.
- Was unable to contact a person at 1628 on direct line. Tried another way via main switchboard and after pressing various numbers could have left a message. It appears that people had gone home at 1630 whereas hours are 0900 to 1700.
- Need to speak to a person more quickly if required person is busy.
- A private area where someone can spend a considerable amount of time explaining the a customer's issue until it is clearly understood.
- Help Desk queue!
- Online returns but you've heard that before.
- Using ½ % IT IS rates ie. 11 ½%. Stops 1 year being 11% next year 12% then back to 11% year after. Might save some admin?
- Kept waiting too long.
- In the past staff had the time to assist with personal queries of a mundane but necessary nature. Now I'm told they no longer have time for personal face to face appointments for explanatory purposes. This is a great shame if it's now

standard practice as your patient and courteous staff were a real asset to the public service.

- Took about 20 minutes to be served, about 10-15 people waiting and only 3 people on the desk.
- Staff to be able to explain the more difficult problems.
- Contact details in telephone directory are difficult to find ~ a general number and a payment number could be more specific.
- It would be helpful to be sent a statement each year (Jan/Feb) to see the balance of your account less ITIS for each calendar year.
- The website for registering as an ISE could be clearer ~ also it said your virus definitions were out of date and was an unsecure website

There were some comments on communications issues. All comments are set out below.

Comments regarded as positive:

- I can honestly say that both my wife and I were amazed at how we were dealt with. Each time we were treated with respect and courtesy.
- I visited the Tax Office today. The person I saw was extremely excellent, well mannered and very helpful. I wish to put my name to this survey as I hope this person gets feedback. I do not know his name but I am sure you can find out.
- Everything was dealt with swiftly and I would not hesitate to phone, write or pop in if I ever have anymore queries. I am not very good with filling in paperwork so the Office was more than helpful to me.
- After I told the person of my problem they provided a solution and said a letter would be in the post that day. It arrived today, as expected.
- Very quick and simple!
- Just wanted to add that I have only contacted the GST team and they are very helpful.
- I really have not had to phone into the office but I'm sure the staff are just as efficient as when I have written in.
- Generally service is good with a sensible system. I think the system works well with good staff but if more information was provided at each stage then people would not see 'TAX' as such a pain. A lot of information can go on an A4 sheet if presented well.
- Some questions asked are hard to understand and could be made more clearer but apart from that everything is fine.
- Communication was fine, understood what I was being told.
- Estimate information letter is good.
- Communication is still slow but has become more accurate. Immediately after ITIS the accuracy of communication was less certain.
- No communication in last six months but always found Tax Office satisfactory.
- Visits to explain have gone unnoticed though written details have been dealt with.
- This month June 2008 I have seen a great improvement with the running of Income Tax. Telephone calls answered in a reasonable time. Replies and action taken within two weeks to written and posted details and the Helpdesk is slightly less busy. However, the Helpdesk should be fully staffed at all times – they can do other jobs if no-one is visiting. They should not have the attitude of treating the public as victims if they have had problems with their personal tax. Last year a woman was very rude on the phone and all my explaining to a man on the desk went nowhere.
- I have not looked at the website before for Income Tax, but will have a look when on the government website.
- Friendly, helpful, approachable. Excellent service.
- I was very impressed, really pleased.
- Lovely lady. Great attitude. Very helpful.
- Issues were dealt with very quickly.
- I should like to commend two members of staff who have been very helpful to my ex-wife.

- Very efficient in dealing with lengthy queues.
- I found it much easier to go to the Office in person or use the website.
- The staff are always friendly and helpful.

Comments regarded as negative

- The least I expect is to receive a friendly, useful and accurate service from the tax office. This doesn't happen. To date, the staff who I have come in to contact with sound utterly disinterested, incompetent (unsure of the answers they are giving) and completely bored. This is unacceptable. I had a query about my tax rating but put off calling the tax office for advice for weeks as I had no confidence in the service or advice I would receive. Obviously there are bound to be a few excellent staff at the Tax Office but, on the whole, there is serious room for improvement.
- When asking same question got 3 different answers – still confused – given up.
- Visited Income Tax Department in April 2008 regarding my redundancy. The information/ correspondence I provided at the time warranted an urgent response however it appears the paperwork was merely 'filed'.
- Telephone calls not returned so had to call again.
- Replies from tax are usually not addressed specifically to the sender of the enquiry which makes it difficult when it is received by a large company.
- Telephone system is frustrating as you are always put on hold/queue which is never answered.
- On one occasion no one answered the telephone for a complete day. I called the next day and was told 'Oh yesterday I wasn't here'!! Poor show I think.
- Not particularly friendly on the phone – questions we ask are important even if seem obvious to the tax office employees.
- Visits to explain have gone unnoticed though written details have been dealt with.
- When I write all I get in response is a revised ITIS rate by a computer generated form.
- Abrupt written demand for tax owed. This was a large sum but was due to wrong tax assessment and to be given 14 days notice it was difficult to get tax back.
- Maybe the phones could be answered sooner.
- Breakdown via my accountant and myself due to misunderstandings with your Department.
- Sometimes the technical explanations of the tax rate are so complicated to understand by a lay person.
- Sometimes confidentiality is not adhered to. Maybe the staff should speak quieter.
- Letters appear to be anonymous. Please print name of writer on letters.
- I phoned several times and got cut off each time.
- 4 calls over a 2 day period. Phone was diverted to an answerphone after holding for a considerable time. My call was returned on Day 3.
- The system of not having appointments to see an officer causes difficulty. If you can get to the Office outside 12 – 2pm it seems you will be seen straight away. If not you face a long wait. If you were able to make an appointment outside lunch hours you would probably be able to make arrangements with your place of work to go at that time.
- I found 20 minutes rather a long time before being attended to.

- Telephone enquiries: huge delays are often experienced when phoning Income Tax and on occasions phone calls are never answered.
- Could you include more information on '20 means 20' in the papers accompanying the Tax Return form? Greater clarity and consistency on secondary GST issues needed?
- On the three occasions I have tried to contact you over the last week I have been left holding for quite a considerable length of time. I left a message and have still not had a reply. The third time I got through and my question was dealt with courteously and promptly.
- When I called the Tax Office the person who picked up was very rude and unhelpful.
- Search engine searches all States sites. Should be restricted to Income Tax eg. Search for residence brings up housing qualifications etc. What was needed was a link to IT(J) Law 1961 Articles 126 to 129A.
- Many of the problems which originally arose could have been avoided early on if staff had responded to my repeated requests for assistance / guidance on how to fulfill my duties as an executor ~ and/or if there was not such a profusion of identical but differently coded forms to complete.
- Communications leave a lot to be desired. Letters/explanations are very difficult to understand, overly formal / by the book and not at all user friendly.
- Do not find website particularly user friendly or easy to navigate.
- Just a short explanation in plain English would have prevented me making an unnecessary trip into the Office.

There were some comments on personnel issues. All comments are set out below.

Comments regarded as positive:

- I found the Helpdesk member of staff that I was dealing with to be particularly helpful. Technically very good.
- Very friendly and knowledgeable.
- I am very pleased with the help received by the GST people. Thank you.
- Staff have been helpful when I have been to the Helpdesk.
- We have dealt with two members of the GST team in the main and have always found them to be extremely helpful.
- I liked the idea of a Dress Down Day, it made one feel at ease.
- None – very good.
- As in all areas of the workforce some are more helpful than others.
- I was new on the Island and was confused about the taxable income and rate of tax. When I visited the Income Tax Office the gentleman handling my query was willing to listen to me and resolved all my doubts.
- I only have experience of one individual, who I feel is excellent.
- My wife has also had recent dealings and was very pleased with the way she was dealt with.
- I have only written once to the Tax Office regarding my rate and have based scores on the reply (all responses strongly agree).
- The member of the helpdesk team that I dealt with was friendly and very helpful.

Comments regarded as negative:

- I have no idea as to their technical competence but their people skills and customer service are severely lacking.
- Tax Office staff are typically rude and uninterested in the public or our queries.
- On the telephone I am certain some of the staff have been very rude and unhelpful
- Gave my girlfriend completely wrong information numerous times and have failed to resolve our problems.
- When I visited the Income Tax Department the answer was you have to pay what it says on your advice but no explanation was given and the reason why I had to write to you.
- Speaking at the counter is rather impersonal.
- Answers to queries tend to be specific and no further information is offered even if it relates to the query which means sometimes a second call to Tax.
- I think it could be useful for a better explanation to be given to the general public as to how taxes and percentages are worked out.
- Although it is PAYE – this is not an accurate tax deduction as does not reflect true tax owed.
- Some staff are very rude.
- Effective rate notice over past 2 years has been wrong. Effective rate calculated at 5% too high with no significant change in income or circumstances. Had rate of 22% when effectively I had already overpaid.

- I still find staff rude and are not approachable. When asked for explanation of return I am made to feel dense!
- I feel that when I leave the Income Tax Office I am not clear of the information given and I feel I get given different information from different colleagues.

Comments regarded as neutral:

- It depends very much on who you get on the phone.
- Some staff are very competent and friendly whereas others are uninterested and rude. No middle ground ~ either excellent or poor service.
- Once serious problems had arisen, staff could not have been more helpful ~ perhaps an overhaul of the 'process' for executors is needed?

There were some comments on general issues. All comments are set out below.

Comments regarded as positive:

- It's great to be able to phone up and actually to be able to speak to another (local) human being rather than an impersonal call centre.
- When needing assistance with tax forms, staff are very helpful.
- Helpful with a good attitude.
- Following submission of individuals assessments the revised effective rate are issued but not the Income Tax Department summary which I understand is the only way to establish if the Department disagrees with anything in the submission. The new ITIS system is good but unless you ask you do not get a summary detailing payments from one year to the next including monies carried over. For the last two years I have requested a copy of my statement which has arrived in a timely fashion to receive one year a form with no details to this year a form with a lot of detail but not very informative.
- Professional – agree. Efficient organisation in terms of answering phone call – disagree.
- Much more open and approachable than historically ~ dress down etc.
- As a new resident in Jersey my first impressions of the Tax Office are good ~ informative and approachable!
- Apart from actually handing in monthly ITIS returns at reception and always being made welcome I have just requested assistance in regard to GST refunds on behalf of a charity. I made contact with the GST team who were so helpful. I expected to have to complete numerous forms and to produce all my documents to support a refund but to my delight documentation was minimal and I was impressed with the whole interview. I now understand what it is I have to do to obtain a refund and I am so please with limited time the task is so simple.
- Haven't visited Income Tax for years or phoned but in the past have always found them helpful, courteous and efficient.
- I was very impressed by the service I received on a recent visit to Cyril Le Marquand House. I have a very serious health problem, I had not paid any tax and was confused by the amount of tax I was being asked to pay so I was not expecting to have a particularly good interview. However the member of staff who saw me did a really good job. He agreed to see me in a private room without asking any questions. He listened carefully to what I had to say. He was patient in explaining and re explaining several points about the tax system that I did not understand. At the end of the conversation he was able to ask me several questions about my health and make sympathetic comments. I especially appreciated this human touch.
- You are concerned and sympathetic with peoples problems and have a good reputation. Well done!
- Very helpful responses to my tax affairs.

Comments regarded as negative:

- When I received my tax assessment last year it quoted the amount for the year and, below that, the amount due as NIL. It was when I looked back and added up the amounts paid in advance that I realised that I had overpaid by over £300 but no mention was made of this. This surely is not good practice or morally acceptable. With great emphasis being placed on transparency at the present time I hope that an amendment to existing procedures will be

introduced without delay so that everyone is made aware of any overpayment made and due to them. Please ensure that these comments are seen by a Comptroller or Senior Manager. Thank you.

- Very good at losing all documents handed in – which have receipt for – this has happened now 3 times.
- It would be a refreshing change to speak to someone helpful, patient, knowledgeable and friendly at the tax office.
- I had a major issue concerning ITIS charges 2 years ago where I was charged over what I should have been and it took almost one year for the payment to get reimbursed to me, I thought the whole process was very slow and when I was told people would call me back they barely ever did.
- I think to improve you need to train staff deeper in technical areas and alter some attitudes. Unfortunately 1 or 2 abrupt and rude individuals can taint the perception for the team.
- Telephone system not very efficient – should invest in a new one
- Not professional. Admitted huge mistakes to me but refused to help my financial situation which tax office put us in.
- Apparently I should have had my ITIS changed in 2006, this was not done. The officer I saw could not give me an explanation as to why not.
- Only advised how much I owed for 2006 in December 2007 after enquiring myself. Was subsequently advised by letter because the 'computer' system could not cope with my situation.
- Professional – agree. Efficient organisation in terms of answering phone call – disagree.
- My query related to the fact that during the 2007 tax year I was going to be taxed in 2 ways – married and separated. I received one notice of assessment only at this time but the date of separation was not automatically displayed. This makes me think you had sent me an incorrect assessment.
- The 'bill' does not show what you have already paid off and is very confusing.
- The timing has been delayed – Information on tax increases poor or reasons for lowering allowances.
- If it would not have been for my accountant I would have been overcharged in the last two years.
- One person income tax forms?
- I fill in a bursary every year and it seems to take forever to get back to the school even though my details are very simple. I do not pay tax so it is a matter of my gross earnings and then send the form on. Is it not possible for these to be handled in a more efficient manner when they are so basic?
- Hope this isn't another expensive cost to us Jersey residents i.e. another survey carried out by an English company.
- There appears to be problems with the IT IS system ~ no automatic statements, no clear explanation (again automatic) as to how % is calculated. I do not wish to telephone and ask for these as it is wasting tax time.
- I received changes to my assessment without any covering letter saying what had been changed and why.
- A desk for English speaking people would be very good as we would not have to wait behind people who can not speak English and have problems with their forms.
- Letters are appalling ~ so formal and snooty and not user friendly.

- A means of saving money is to review the allowed expenses law. Why not abolish conference lunch / dinner meetings now that 'all' offices have internet? They can use messenger conference facilities to have meetings at home. Save the taxpayer millions. As for internet use, it leaves a lot to be desired for the reading of the Jersey Tax Laws on your behalf, virtually impossible with all the Adobe stuff. A much needed spending cut.
- I feel that in relation to personal taxation a clear statement should be issued annually for each taxpayer. The statement should show the tax liability for the year, ITIS payments made during the year, any balance brought forward and a balance carried forward.
- If you do not have a standard set up it all becomes complicated. I like to have a proper invoice to settle. After looking at the statement sent it is still unclear.

Comments regarded as neutral:

- Can you please lobby for a change in the addressing of all correspondence / tax forms to the male. As a single woman paying thousands of £'s of tax annually I am appalled at the sexist nature of the assessment forms. Latterly, as a married working woman who deals with all household finances I'm similarly appalled you have to address all correspondence to my innumerate husband. Perhaps online self assessment will help. This current situation is old fashioned, discourteous and doesn't engender good will.

CONCLUSION

The results from this report clearly show that the Income Tax Office is performing well in all areas:

COMMUNICATIONS

91% of all respondents agreed or strongly agreed that their visits to Income Tax were handled courteously

74% of all respondents agreed or strongly agreed that their visits to Income Tax are handled in a timely manner

82% of all respondents agreed or strongly agreed that the information given is technically accurate when visiting Income Tax

76% of all respondents agreed or strongly agreed that letters to Income Tax are dealt with promptly

73% of all respondents agreed or strongly agreed that replies to letters are clear and easy to understand

75% of all respondents agreed or strongly agreed that replies to letters are technically accurate

68% of all respondents agreed or strongly agreed that telephone calls to Income Tax are handled promptly

61% of all respondents agreed or strongly agreed that telephone calls to Income Tax are returned in a timely manner

80% of all respondents agreed or strongly agreed that telephone calls to Income Tax are handled courteously

77% of all respondents agreed or strongly agreed that the information given in telephone calls is technically accurate

PERSONNEL

80% of all respondents agreed or strongly agreed that staff at Income Tax are technically competent

82% of all respondents agreed or strongly agreed that staff at Income Tax are approachable and willing to listen.

70% of all respondents agreed or strongly agreed that staff at Income Tax are motivated and diligent.

76% of all respondents agreed or strongly agreed that staff at Income Tax are able to answer questions in a clear and understandable way.

GENERAL

72% of all respondents agreed or strongly agreed that the Income Tax Office satisfied their expectations in delivering a high quality service

72% of all respondents agreed or strongly agreed that the Income Tax Office satisfied their expectations in being a professional and efficient organisation.

STATES OF JERSEY WEBSITE ~ INCOME TAX SECTION

72% of all respondents agreed or strongly agreed that the Income Tax section of www.gov.je is informative and provides relevant information

53% of all respondents agreed or strongly agreed that the Income Tax section of www.gov.je is easy to understand and use

RECOMMENDATIONS TO COMPTROLLER

Income Tax will be addressing, resources permitting, some of the issues raised as a result of the feedback received from this questionnaire.

Report prepared by :

Julie Hinault, MCMI
Professional and Corporate Services Manager
Income Tax Office

14th April 2009