ISSUES OVERVIEW GROUP

Prioritisation and Escalation of Agent Forum Issues

Issue Posted	Stage 1	Stage 2	Stage 3	Stage 4
Issue posted on the Online Agent Forum with full details of potential issue	IOG agree which issues require escalation	Escalated issues reviewed in Issues Overview Group by PBs and HMRC	PBs meet with HMRC Subject Matter Experts (SMEs) to review the Issue in a bespoke meeting.	Decision from Stage 3 referred to responsible Director in HMRC and/or raised in the RBSG (Representative Body Steering Group)
HMRC acknowledge and provide reference number. Agents or Professional Bodies (PBs), add evidence/client specific information and outline impact	HMRC request fast track response from business area	HMRC provide further detailed response and information on likely resolution of issue	PBs and HMRC Subject Matter Experts discuss impact and outcome. Unresolved issues escalated to final review	HMRC Senior Director undertakes review and advises outcome.