



# HM Revenue & Customs

**Product and Process Groups  
PAYE, SA & NICs Directorate**

Royal House  
2-6 Homer Road  
Princes Gate  
Solihull  
West Midlands B91 3WG

Mr J Oakley

[mailto:request-15611-  
5c6bb8a9@whatdotheyknow.com](mailto:request-15611-5c6bb8a9@whatdotheyknow.com)

**Tel** 0121 712 8605

**Fax** 0121 712 8698

**Email** [martin.delnon@hmrc.gsi.gov.uk](mailto:martin.delnon@hmrc.gsi.gov.uk)

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

**Date** 25 August 2009

**Our ref**

**Your ref**

Dear Mr Oakley

I am writing to advise you that HMRC does not expect to complete its search for the information you requested on 30 July until next week. I am sorry that I will be unable to respond to your request sooner.

You say that the staff at Dorchester Enquiry Office laughed at you when you asked how taxpayers are expected to know that they need to fill in a self-assessment form to claim to offset expenses of £2,500 or more against tax. If you wish to make a complaint about the conduct of staff at Dorchester Enquiry Office you can find HM Revenue & Customs' guidance on how to make complaints on our website at <http://www.hmrc.gov.uk/dealingwith/complain.htm>.

I will write to you again as soon as the search has been completed.

Yours sincerely

**Martin Delnon**  
**Self-assessment policy adviser**