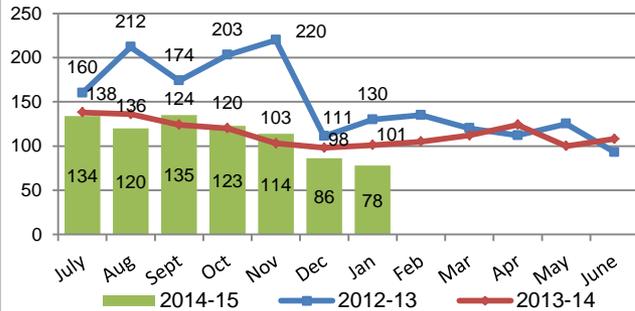


TAX COMPLAINTS SUMMARY 1 JULY – 31 JANUARY 2015

TOTAL COMPLAINT NUMBERS

Complaints received	2012-13	2013-14	2014-15 YTD
Total	1795	1369	791



CLOSED COMPLAINTS

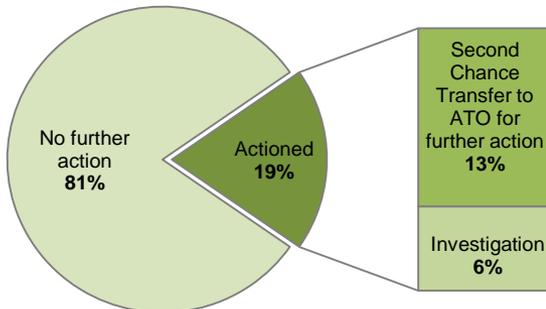
Complaints closed	2012-13	2013-14	2014-15
Cat 1 ¹	787	570	455
Cat 2	634	513	210
Cat 2 - Second Chance Transfer ²		176	107
Cat 3	273	96	36
Cat 4	126	56	15
Cat 5	1	0	0
Total	1821	1411	823

Note:

¹ Of the 455 Cat 1 complaints received, 379 (83%) were referred back to the ATO to lodge a formal complaint

² Second Chance Transfer program commenced July 2013

2014-15 YTD CLOSED COMPLAINTS – ACTIONS



SUMMARY OF COMPLAINTS – JANUARY 2015

- As at 31 January 2015, we had received 791 complaints concerning the ATO year to date, which is marginally lower than the same time last year (820)
- The Ombudsman received approximately 23% fewer tax complaints in January 2015 (78 complaints received) compared to January 2014 (101)
- A significant number of tax complaints received in January 2015 relate to disputes about debt collection action taken by the ATO, following audit and review activity conducted during Tax Time 2014

COMPARISON OF COMPLAINTS ISSUE TRENDS

Main issue – finalised complaints	2012-13	2013-14	2014-15 YTD
Lodgement and Processing - predominantly Tax Time issues.	25%	18%	19%
Debt collection - payment arrangement; garnishee action; bankruptcy action.	22%	22%	20%
Audit and Review - audit selection process, delay, audit period, auditor behaviour.	12%	10%	9%
Superannuation - from employees re ATO action to pursue non-payment. Employers complain about collection action.	12%	9%	14%
Complaint - complainants not satisfied that ATO complaints addressed the issue.	7%	20%	19%
All other.	22%	21%	19%

INVESTIGATION OUTCOME

Mr X applied to register a self-managed superannuation fund (SMSF) with the ATO. The ATO audited Mr X's application, and as a result decided to withhold the Australian Business Number (ABN) of the fund from the Super Fund Look Up website. Mr X complained to the ATO about the decision, and the ATO's advice that no appeal avenues were available to challenge the decision. Unsatisfied with the ATO's response to his complaint, Mr X approached the Ombudsman's office. Mr X stated his original concerns with the decision and lack of appeal avenues, noting his view that the response from the ATO did not adequately justify the grounds for its decision. Following an Ombudsman investigation, the ATO wrote to Mr X explaining its regulatory obligations and decision making processes in assessing an SMSF application, and the subsequent review it conducted after Mr X's formal complaint. The ATO also clarified why the decision is not subject to the usual external administrative appeal mechanisms.