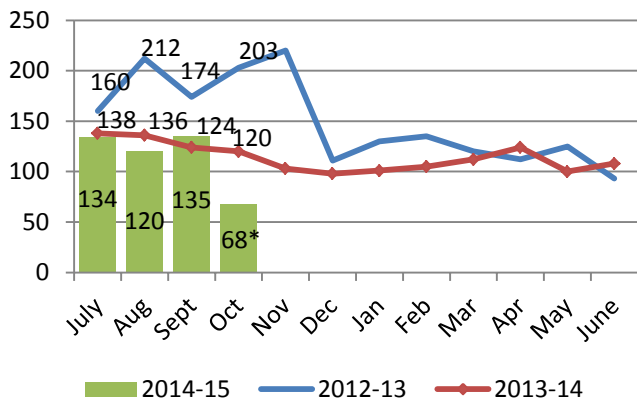


## TAX TIME 2014 COMPLAINTS SUMMARY 1 JULY – 15 OCTOBER 2014

### TOTAL COMPLAINT NUMBERS

Complaints received	2012-13	2013-14	2014-15 YTD
<b>Total</b>	1795	1369	457



\*Number received in the first 15 days of October

Complaints closed	2012-13	2013-14	2014-15
Cat 1 <sup>1</sup>	787	570	245
Cat 2	634	513	123
Cat 2 - Second Chance Transfer <sup>2</sup>		176	62
Cat 3	273	96	22
Cat 4	126	56	11
Cat 5	1	0	0
<b>Total</b>	<b>1821</b>	<b>1411</b>	<b>463</b>

**Note:**

<sup>1</sup> Of the 245 Cat 1 complaints received, 200 (82%) were referred back to the ATO to lodge a formal complaint

<sup>2</sup> Second Chance Transfer program commenced July 2013

### TAX RETURNS DUE 31 OCTOBER 2014

Tax Time is drawing to a close. If you are lodging your own tax return, you must do so by 31 October 2014. Penalties can apply and are avoidable if you lodge on time.

### TAX TIME 2014

- The number of tax complaints received for the period is tracking at a similar level to 2013-14.
- Almost 20% (90) of complaints received to date involved **Tax Time issues**, including 10 complaints related specifically to **myGov\***
- Current complaints concern mainly delay and difficulty accessing information about the progress of the tax return. Complainants also reported concerns about access to paper forms/instructions and the useability of myTax and e-tax.
- **myGov\*** complaints related to difficulty accessing the service and some complainants were unhappy about the need to establish a myGov account in order to lodge.

\* myGov is managed by the Department of Human Services

### COMPARISON OF COMPLAINTS ISSUE TRENDS

Main issue – finalised complaints	2012-13	2013-14	2014-15 YTD
<b>Lodgement and Processing</b> - predominantly Tax Time issues	25%	18%	24%
<b>Debt collection</b> - payment arrangement; garnishee action bankruptcy action	22%	22%	17%
<b>Audit and Review</b> - audit selection process, delay, audit period, auditor behaviour	12%	10%	11%
<b>Superannuation</b> - employees re ATO action to pursue non payment; employers complain about collection action	12%	9%	12%
<b>Complaint</b> - complainants not satisfied that ATO complaints addressed the issue	7%	20%	16%
All other	22%	21%	20%

Tax Time issues (Lodgement and Processing) remain the dominant complaint topics with the main focus being refund delays. The ATO informed the Ombudsman that some returns have been held up due to employers failing to lodge Payment Summary information on time, which means the information in some returns cannot be automatically verified. However, as around 96% of payment summaries have now been lodged, delays related to this matter will reduce.

### INVESTIGATION OUTCOME

Mr B ran a small business as well as working full-time and claimed expenses related to a home office. The ATO conducted an audit and Mr B provided a large volume of receipts in support of his deductions. The auditor disallowed the deductions. Mr B intended to lodge an objection but had concerns regarding the general conduct of the audit and complained that the auditor had disregarded his evidence. The ATO reviewed its audit decision and allowed some of the deductions and, following our investigation, the ATO issued an apology to Mr B.