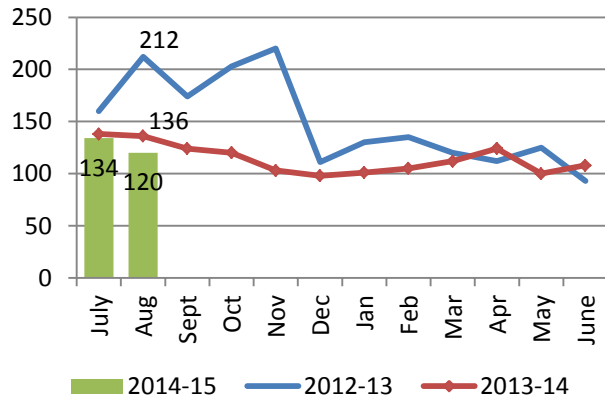


TAX TIME 2014 COMPLAINTS SUMMARY 1 JULY – 31 AUG 2014

TOTAL COMPLAINT NUMBERS

Complaints received	2012-13	2013-14	2014-15 YTD
Total	1795	1369	254



Complaints closed	2012-13	2013-14	2014-15
Cat 1	787	570	141 ¹
Cat 2	634	513	78
Cat 2 - Second Chance Transfer ²		176	32
Cat 3	273	96	16
Cat 4	126	56	8
Cat 5	1	0	0
Total	1821	1411	275

Note:

¹ Of the 141 Cat 1 complaints received, 119 (84%) were referred back to the ATO to lodge a formal complaint

² Second Chance Transfer program commenced July 2013

TAXATION OMBUDSMAN ON FACEBOOK

The Taxation Ombudsman is now on Facebook. The purpose of the Facebook page is to provide up to date information about Tax Time 2014 from the Taxation Ombudsman's perspective.

TAX TIME 2014

- The number of tax complaints received for the period is similar to 2013-14.
- 43 complaints involved **Tax Time issues**, including access to paper forms/instructions and the useability of myTax and e-tax. More recent complaints also concerned delay, difficulty accessing information concerning the progress of processing of the return and processing of hardship applications
- 8 complaints related to **myGov***. Some complainants reported difficulty accessing the service and others were unhappy about the need to establish a myGov account in order to lodge, or about the requirement for a unique email address in order to register.

* 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
Lodgement and Processing - predominantly Tax Time issues	25%	18%	22%
Debt collection - payment arrangement; garnishee action bankruptcy action	22%	22%	15%
Audit and Review - audit selection process, delay, audit period, auditor behaviour	12%	10%	14%
Superannuation - employees re ATO action to pursue non payment; employers complain about collection action	12%	9%	11%
Complaint - complainants not satisfied that ATO complaints addressed the issue	7%	20%	19%
All other	22%	21%	19%

Tax Time issues (Lodgement and Processing) have become the dominant complaint issue with the focus moving to 'Where's my refund?' complaints. By all accounts, ATO systems are functioning well but, inevitably, there will be occasions where individual taxpayers experience delay. We have contacted the ATO for further information relating to Tax Time delay issues.

INVESTIGATION OUTCOME

Mr X informed the Ombudsman that, for the past three years, the ATO had attributed more income to his annual income tax return than he actually received, resulting in a debt and a reduction in benefits he received through another Department. Despite lodging a complaint, he was not able to resolve the problem. During our investigation, the ATO identified that someone else with the same name had claimed Centrelink benefits using Mr X's details. The ATO amended his returns and added extra security to his record to prevent further fraudulent activity.