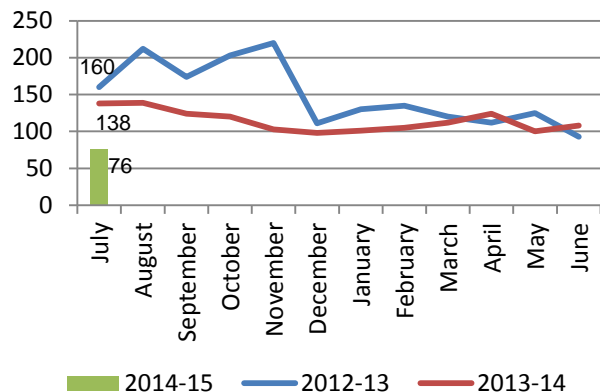


TAX TIME 2014 COMPLAINTS SUMMARY 1 – 18 JULY 2014

TOTAL COMPLAINT NUMBERS

Complaints received	2012-13	2013-14	2014-15
Total	1795	1369	76



Complaints closed	2012-13	2013-14	2014-15
Cat 1	787	570	36 ¹
Cat 2	634	513	26
Cat 2 - Second Chance Transfer ²		176	11
Cat 3	273	96	4
Cat 4	126	56	
Cat 5	1	0	
Total	1821	1411	77

Note:

¹ Of the 36 Cat1 complaints received, 30 (80%) were referred back to the ATO to lodge a formal complaint

²Second Chance Transfer program commenced July 2013

TAX TIME 2014

- The number of tax complaints received for the period is **5% lower** than same time last year and 20% lower than 2012-13.
- 15 complaints received about Tax Time issues, including access to paper forms/instructions; the useability of myTax and eTax; the availability of progress of return information and hardship processing
- 5 complaints received related to the access and use of myGov. Some complainants were unhappy that they are required to establish a myGov* account in order to lodge and others reported difficulty accessing the service to lodge

Sample of comments from complainants:

- Unable to get through by phone to ATO
- Tax return instructions not easily located on website
- Unable to use online form
- Progress of return information is not available
- eTax would not accept relevant occupation code – Complaints did not resolve the problem

* 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%	17%
Audit and Review - audit selection process, delay, audit period, auditor behaviour	12%	10%	5%
Superannuation - employees re ATO action to pursue non payment; employers complain about collection action	12%	9%	19%
Complaint - complainants not satisfied that ATO complaints addressed the issue	7%	20%	15%
<i>All other</i>	22%	21%	22%

* No investigation outcomes to report for this period

Other activities

The Ombudsman made a submission to House of Representatives Standing Committee on Tax and Revenue: Inquiry into Tax Disputes July 2014