The number of tax complaints received for the period is similar to July 2013-14.

- 20 complaints involved Tax Time issues, including access to paper forms/instructions and the usability of myTax and e-tax. More recent complaints also concerned delay, processing of hardship applications and difficulty accessing information concerning the progress of processing of the return.

- 5 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

The proportion of complaints relating to audit and review has increased compared to last year. One month into Tax Time, it is too early to tell if the trend will continue. Complaints are typically about audits triggered by data matching problems or about a taxpayer’s eligibility to claim a tax offset (e.g. the new dependent [invalid and carer] tax offset). In most cases, we referred complainants to the ATO to make a formal complaint or, where this had already occurred, we transferred the complaint to the ATO to give the ATO the opportunity to better explain the circumstances of the audit to the complainant and what further review rights were available.