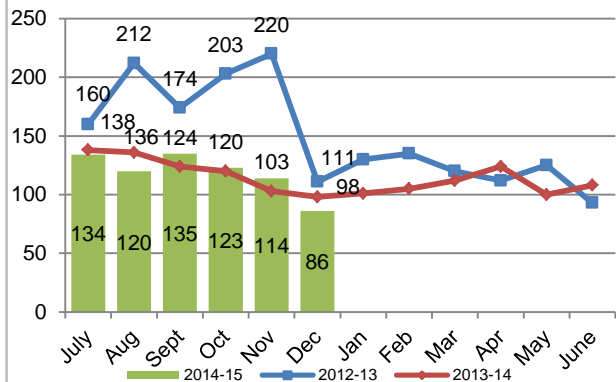


## TAX COMPLAINTS SUMMARY 1 JULY – 31 DECEMBER 2014

### TOTAL COMPLAINT NUMBERS

Complaints received	2012-13	2013-14	2014-15 YTD
<b>Total</b>	1795	1369	<b>712</b>



Complaints closed	2012-13	2013-14	2014-15
Cat 1 <sup>1</sup>	787	570	406
Cat 2	634	513	183
Cat 2 - Second Chance Transfer <sup>2</sup>		176	96
Cat 3	273	96	33
Cat 4	126	56	15
Cat 5	1	0	0
<b>Total</b>	<b>1821</b>	<b>1411</b>	<b>733</b>

**Note:**

<sup>1</sup> Of the 406 Cat 1 complaints received, 334 (82%) were referred back to the ATO to lodge a formal complaint

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

### OMBUDSMAN COMPLAINT HANDLING FORUM

Following the release of the Ombudsman's report on complaint handling by government agencies, we will invite a number of agencies to attend a complaint handling forum in March 2015. Agencies will be presented with an overview of findings from the report including the need to ensure that complaint systems are accessible, consistent and fair.

### TAX TIME 2014

- The number of tax complaints received for the period is tracking at a similar level to 2013-14.
- Approximately 17% (123) of complaints received to date involved **Tax Time issues**, including 13 complaints related specifically to **myGov\***.
- Current complaints are mainly related to disputes involving debt collection action taken by the ATO, in relation to a debt established as a result of the outcome of an audit or review.
- **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%	20%
<b>Debt collection</b> - payment arrangement; garnishee action; bankruptcy action.	22%	22%	20%
<b>Audit and Review</b> - audit selection process, delay, audit period, auditor behaviour.	12%	10%	10%
<b>Superannuation</b> - from 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%	18%
<i>All other.</i>	22%	21%	20%

As at the end of the 2014 calendar year, we had received 712 complaints concerning the ATO, which is similar to the same time last year (719). Tax Time specific complaints have reduced considerably and there is now a general increase in complaints relating to debt collection action and audit.

### INVESTIGATION OUTCOME

A debt collection agency contacted Mr and Mrs X about an unpaid ATO debt in relation to non-payment of PAYG instalments for their business. They complained to the ATO that it had not made contact with them before referring a debt to a collection agency. As a result of investigation by the Ombudsman's office, it was established that Mr and Mrs X had updated their personal address but not the business postal address with the ATO, and all correspondence relating to PAYG instalments were sent to a previous address. The ATO wrote to Mr and Mrs X and explained the circumstances under which the debt arose, updated the address and confirmed the amount and due date of the remaining debt.