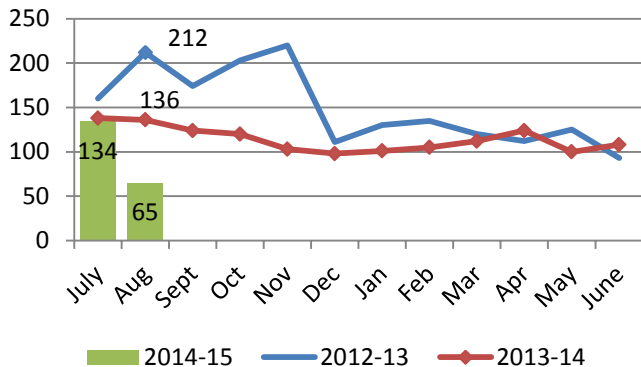


# TAX TIME 2014 COMPLAINTS SUMMARY 1 JULY – 15 AUG 2014

## TOTAL COMPLAINT NUMBERS

Complaints received	2012-13	2013-14	2014-15 YTD
<b>Total</b>	1795	1369	199



Complaints closed	2012-13	2013-14	2014-15
Cat 1	787	570	112 <sup>1</sup>
Cat 2	634	513	64
Cat 2 - Second Chance Transfer <sup>2</sup>		176	29
Cat 3	273	96	11
Cat 4	126	56	3
Cat 5	1	0	0
<b>Total</b>	<b>1821</b>	<b>1411</b>	<b>219</b>

**Note:**

<sup>1</sup> Of the 112 Cat 1 complaints received, 94 (84%) were referred back to the ATO to lodge a formal complaint

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

## TAX TIME 2014

- The number of tax complaints received for the period is similar to 2013-14.
- 29 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, processing of hardship applications and difficulty accessing information concerning the progress of processing of the return.
- 7 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
<b>Lodgement and Processing</b> - predominantly Tax Time issues	25%	18%	23%
<b>Debt collection</b> - payment arrangement; garnishee action bankruptcy action	22%	22%	15%
<b>Audit and Review</b> - audit selection process, delay, audit period, auditor behaviour	12%	10%	15%
<b>Superannuation</b> - employees re ATO action to pursue non payment; employers complain about collection action	12%	9%	11%
<b>Complaint</b> - complainants not satisfied that ATO complaints addressed the issue	7%	20%	17%
<i>All other</i>	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. In most cases, we referred complainants to the ATO to make a formal complaint, which usually resolves the issue. Otherwise we transferred the complaint to the ATO as a *Second Chance Transfer* to give the ATO the opportunity to address the issue or better explain the delay and where appropriate advise other actions required to resolve the problem.

## 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.

## INVESTIGATION OUTCOME

A tax agent told us his client was unfairly disadvantaged by an objection decision relating to the amount of tax withheld from his pay by his employer. In response to our investigation, the ATO agreed to review its decision and allow the taxpayer and his agent more time to provide the necessary evidence to substantiate his claim.