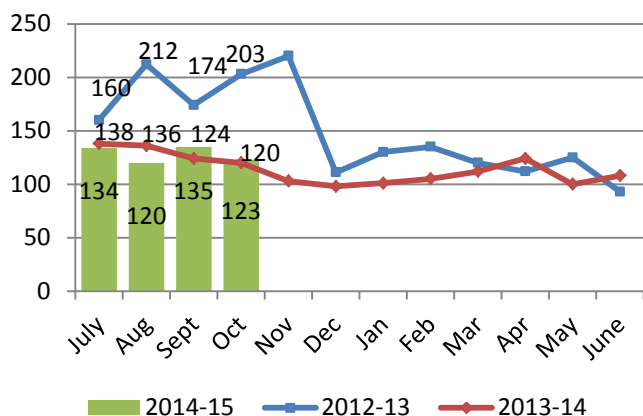


TAX TIME 2014 COMPLAINTS SUMMARY 1 JULY – 31 OCTOBER 2014

TOTAL COMPLAINT NUMBERS

Complaints received	2012-13	2013-14	2014-15 YTD
Total	1795	1369	512



Complaints closed	2012-13	2013-14	2014-15
Cat 1 ¹	787	570	287
Cat 2	634	513	137
Cat 2 - Second Chance Transfer ²		176	68
Cat 3	273	96	26
Cat 4	126	56	13
Cat 5	1	0	0
Total	1821	1411	531

Note:

¹ Of the 287 Cat 1 complaints received, 236 (82%) were referred back to the ATO to lodge a formal complaint

² Second Chance Transfer program commenced July 2013

TAX RETURNS DUE DATE 31 OCTOBER 2014

Taxpayers who prepare and lodge their own Individuals Income Tax Return were required to lodge by 31 October 2014. Delays can lead to penalties so you should contact the ATO if you need more time.

TAX TIME 2014

- The number of tax complaints received for the period is tracking at a similar level to 2013-14.
- Almost 20% (96) of complaints received to date involved **Tax Time issues**, including 10 complaints related specifically to **myGov***
- Current complaints concern mainly delay and difficulty accessing information about the progress of the tax return. Complainants also reported concerns about access to paper forms/instructions and the useability of myTax and e-tax.
- **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
Lodgement and Processing - predominantly Tax Time issues	25%	18%	22%
Debt collection - payment arrangement; garnishee action bankruptcy action	22%	22%	19%
Audit and Review - audit selection process, delay, audit period, auditor behaviour	12%	10%	10%
Superannuation - employees re ATO action to pursue non payment; employers complain about collection action	12%	9%	12%
Complaint - complainants not satisfied that ATO complaints addressed the issue	7%	20%	16%
<i>All other</i>	22%	21%	21%

Tax Time issues (Lodgement and Processing) remain the dominant complaint topics with the main focus being refund delays. Information published by the ATO shows that up to 28 October 2014, almost eight million individuals returns were lodged 97% electronically and 3% by paper*. The last week in October is traditionally a peak lodgement period with many taxpayers lodging to meet the 31 October 2014 deadline. (* Tax time meeting 28 October 2014 published on www.ato.gov.au)

INVESTIGATION OUTCOME

Mr C, a tax agent, complained that bank interest reported on his client's 2013 ATO prefill report was incorrect and would result in an incorrect income tax assessment. The prefill report provides tax agents with information about their client's income, as reported to the ATO from various sources. He complained that the ATO, citing privacy restrictions, would not provide sufficient account detail to enable him to correct the details with the financial institution. Our investigation revealed that the ATO had taken adequate action to correct the inaccurately reported bank interest. The Ombudsman provided Mr C with a further detailed explanation which allayed his concerns.