



**Australian Government**  
**Inspector-General of Taxation**  
**Taxation Ombudsman**

# Tax Complaint?



# Who we are

The Inspector-General & Taxation Ombudsman (IGTO) is an independent Federal Government agency responsible for helping you with your complaints about the Australian Taxation Office's (ATO) and the Tax Practitioners Board's (TPB) administrative actions.



1300 44 88 29 (local call cost)

# How we can help you

We provide an independent, free, tax specialist service to help you address your complaints.

‘Administrative Action’ is a broad term that generally covers fairness and reasonableness of ATO or TPB dealings or interactions with you.

Examples where the IGTO can help you, include but are not limited to:

- the timeliness of responses to your requests;
- the conduct of ATO or TPB officers;
- the availability of online services;
- assurance or adequacy of explanation of the actions by the ATO or TPB;



- ensuring the ATO or TPB actions accord with their policies and procedures; and
- ensuring the ATO or TPB deals with you in a fair and transparent manner and considers all relevant information provided, including in audits and investigations.

If you are unsure whether we can help you, please contact us.

If we are not able to assist you directly, we will do our best to provide advice on the most appropriate agency or body to help you.



GPO Box 551, Sydney NSW 2001

# The complaints process

To lodge your complaint with our office, see the “How to contact us” section.

After you lodge a complaint, an IGTO investigation officer will contact you within 2 business days to acknowledge and discuss your complaint with you.

We will help you directly to address your complaint if possible.

We may need to obtain further additional information from you, the ATO or TPB to better understand your complaint and to determine how we can best help you.

We will keep you updated regarding our progress and provide you with timeframes of our investigation throughout the process.

# How to contact us



**[www.igt.gov.au](http://www.igt.gov.au)**



**1300 44 88 29 (local call cost)**



**GPO Box 551  
Sydney NSW 2001**

If you want to lodge a complaint in a language other than English call the Translating and Interpreting Service (TIS) on **131 450**.

If you have a hearing or speech impairment and have access to appropriate teletypewriter (TTY) or modem equipment, phone **13 36 77**.

If you do not have access to TTY or modem equipment, phone the Speech to Speech Relay Service on **1300 555 727**.