



Australian Government  
Inspector-General of Taxation  
Taxation Ombudsman

# Polling Results from recent webinars

September 2021

# A Message from the IGT0

The following slide deck shows polling results from some recent (September 2021) webinars. 500+ participants responded to the following questions:

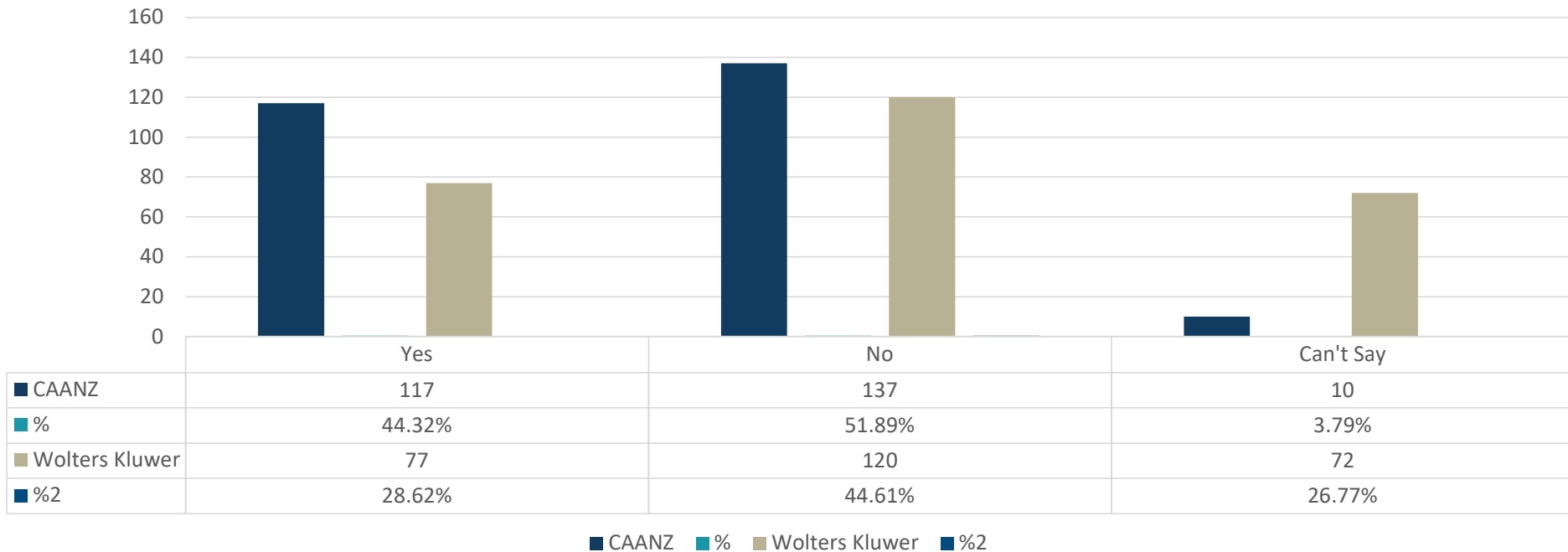
1. Does the ATO regularly inform taxpayers about their right to lodge a formal complaint? With IGT0?
2. Does the ATO regularly inform taxpayers about their right to lodge a formal complaint? With ATO?
3. Would the Taxpayer's Charter be improved if it included a requirement for the ATO to inform taxpayers (you and your clients) about your right to lodge a formal complaint (with the ATO or IGT0) and other rights?

The results confirm the importance of the IGT0 recommendations in their latest report - An investigation into the effectiveness of the ATO's communication of taxpayers' rights to complain, review and appeal decisions or actions

OFFICIAL

# Before today ... Have you used or were you aware of the taxation complaint service of the Taxation Ombudsman?

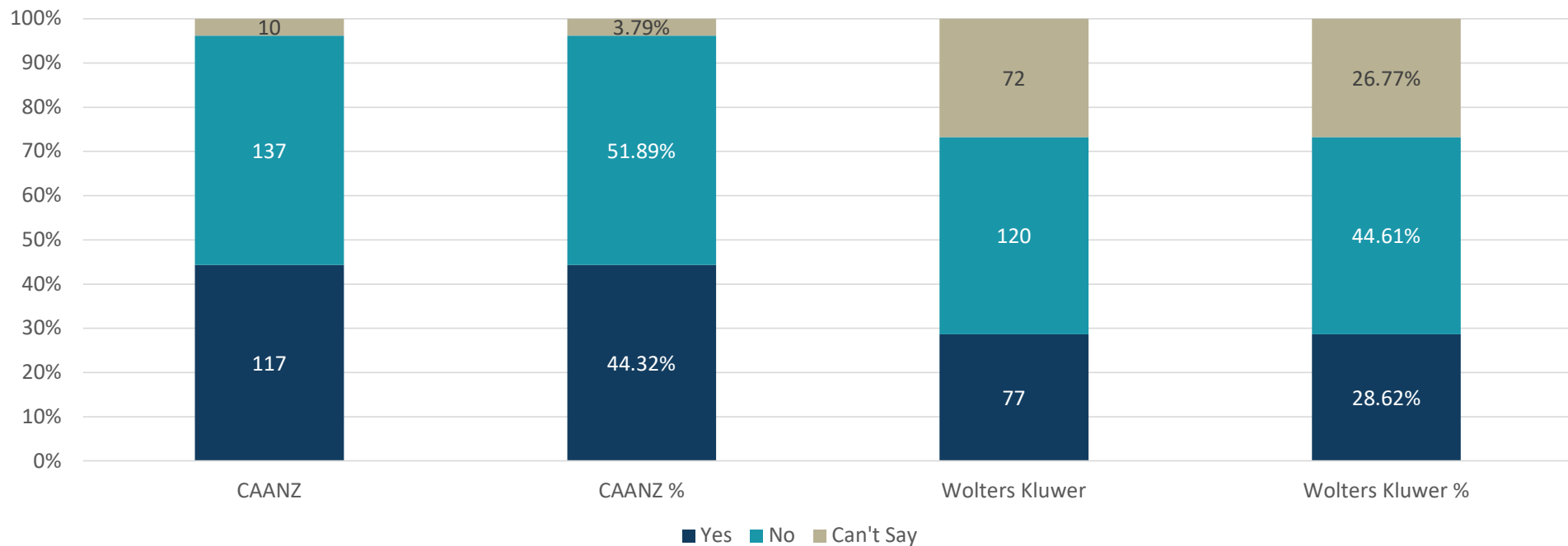
Recent Polling



OFFICIAL

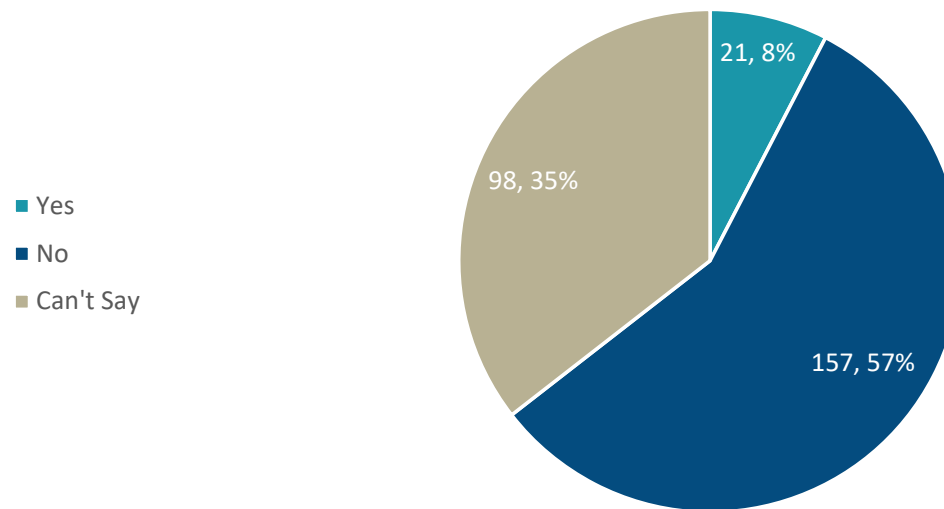
# Before today ... Have you used or were you aware of the taxation complaint investigation service of the Taxation Ombudsman?

Polling Results



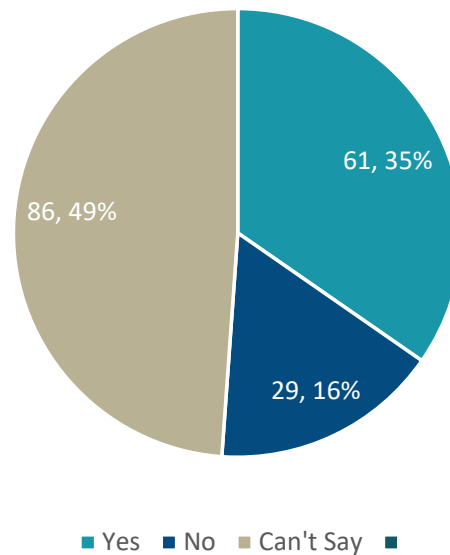
# CAANZ – 23 September 2021

**1.Does the ATO regularly inform taxpayers about their right to lodge a formal complaint? With IGTG?**



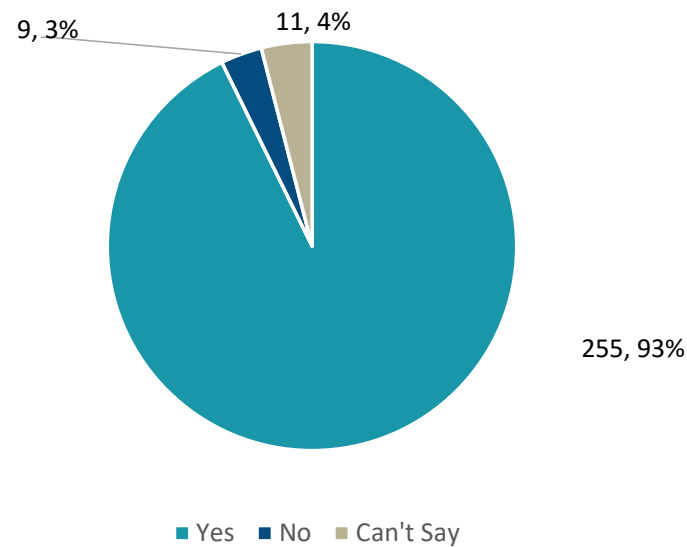
# CAANZ – 23 September 2021

**2.Does the ATO regularly inform taxpayers about their right to lodge a formal complaint? With ATO?**



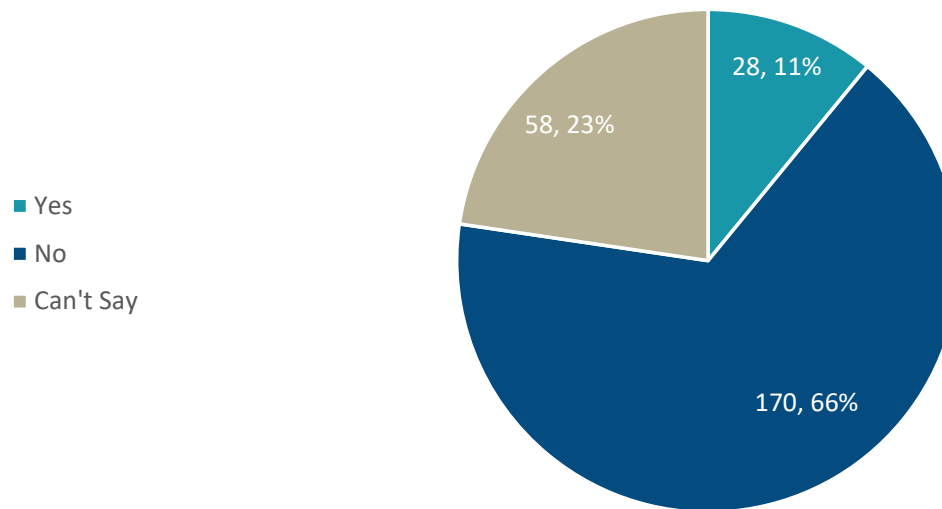
# CAANZ – 23 September 2021

**3. Would the Taxpayer's Charter be improved if it included a requirement for the ATO to inform you and your clients about your right to lodge a formal complaint (with the ATO or IGTO) and other rights?**



# Wolters Kluwer – 27 September 2021

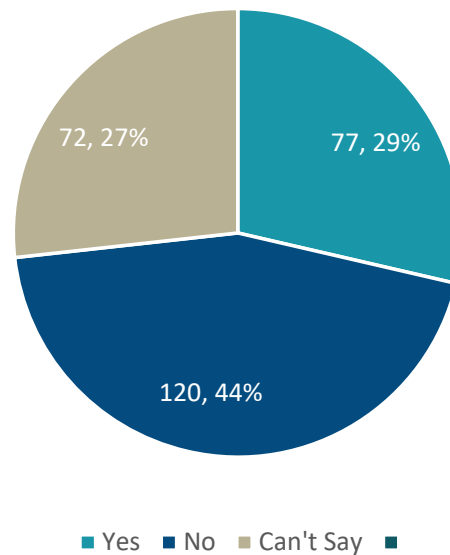
## 2.Does the ATO regularly inform taxpayers about their right to lodge a formal complaint? With IGT0?





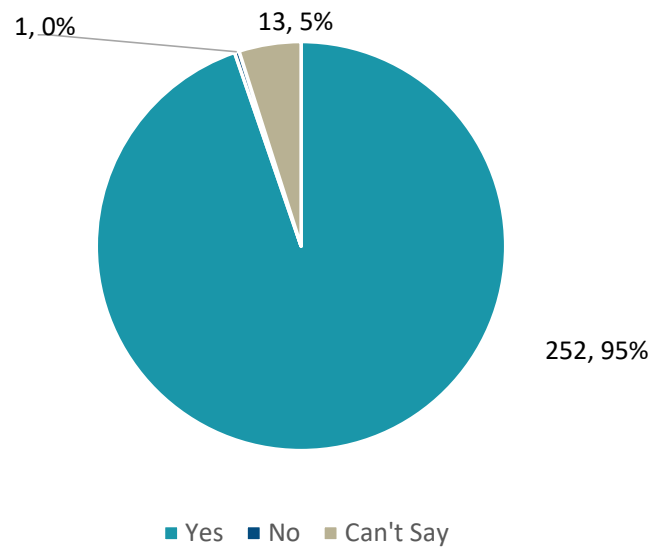
# Wolters Kluwer – 27 September 2021

## 3.Does the ATO regularly inform taxpayers about their right to lodge a formal complaint? With ATO?



# Wolters Kluwer – 27 September 2021

**4. Would the Taxpayer's Charter be improved if it included a requirement for the ATO to inform you and your clients about your right to lodge a formal complaint (with the ATO or IGTO) and other rights?**



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