



Australian Government  
Australian Taxation Office

## EXECUTIVE MINUTE

on

### JOINT COMMITTEE OF PUBLIC ACCOUNTS AND AUDIT REPORT NO. 418

### REVIEW OF AUDITOR-GENERAL'S REPORTS NOS: 04 TO 38 (2009-10)

#### Response to the recommendation

##### **Recommendation No. 1, Paragraph 3.63**

The Committee recommends that the Australian Taxation Office provide a report on customer satisfaction with the new system, including detailed examination of complaints received, at the next Biannual Hearing with the Committee.

#### **The Australian Taxation Office (ATO) supports this recommendation.**

The Australian Taxation Office is evaluating customer satisfaction with the new system, following the completion of the Change Program, and is preparing a report including details of complaints received. The report will be tabled at the next biannual public hearing with the Joint Committee of Public Accounts and Audit on Friday, 4 March 2011.

Michael D'Ascenzo  
Commissioner of Taxation