

Our ref: A/2006-103363

21 June 2007

Mr David Monk  
Inquiry Secretary  
Joint Committee of Public Accounts and Audit  
Parliament House  
CANBERRA ACT 2600

Submission No: 38-2

Dear Mr Monk


**REQUEST BY THE JOINT COMMITTEE OF PUBLIC ACCOUNTS AND AUDIT FOR  
ADDITIONAL INFORMATION FROM THE COMMONWEALTH OMBUDSMAN'S OFFICE  
FOR ITS INQUIRY INTO TAXATION ADMINISTRATION IN AUSTRALIA**

I refer to the various communications between this office and yourself seeking additional information on behalf of the Joint Committee of Public Accounts and Audit (the JCPAA) for the purposes of its inquiry into taxation administration in Australia.

As agreed, please find enclosed with this letter a copy of the Tax Activities Report 2006, which outlines the recent activities of the Taxation Ombudsman. Also, please find enclosed a single page document setting out the statistical breakdown (by category) of tax complaints handled by this office during the 2005-06 financial year.

I trust this information is of assistance to the Committee. If you or your staff have any queries about any of the above matters, please do not hesitate to contact Ms Vicki Brown on (02) 6276 0177 or Ms Margaret Chinnery on (02) 6276 3705.

Yours sincerely,



Rohan Anderson  
Principal Investigation Officer  
Commonwealth Ombudsman

## TAX COMPLAINTS 2005-06

The following statistics are derived from complaints handled by the Taxation Ombudsman during the 2005-06 financial year.

The eight categories in which this office received the most complaints were:

1. Income Tax/Capital Gains Tax/Levies (528 complaints, 31.35%)
2. Superannuation (330 complaints, 19.6%)
3. Business Activity Statements/Income Activity Statements (124 complaints, 7.4%)
4. GST/Sales Tax (103 complaints, 6.12%)
5. PAYG (59 complaints, 3.5%)
6. Enquiry about agency process/practice/procedure (59 complaints, 3.5%)
7. Schemes (50 complaints, 2.97%)
8. Complaint Handling (48 complaints, 2.85%)

Complete statistics for all categories are set out in the table below.

Issue	Total Number	Percentage
Australian Business Number	18	1.06
Agency policy	1	0.06
Australian Government contact information	17	1.01
Australian Valuation Office	3	0.18
Baby Bonus	11	0.65
Business Activity Statements/Income Activity Statements	124	7.36
Business Tax Reform	4	0.24
Community Information	17	1.01
Compensation	23	1.37
Complaint Handling	48	2.85
Decision/action of judiciary	1	0.06
Decision/action of Minister	1	0.06
Employment	6	0.36
Enquiry about agency process/ practice/procedure	59	3.5
Excise	3	0.18
Fringe Benefits Tax	6	0.36
Freedom of Information	7	0.42
Government policy	1	0.06
Goods & Services Tax and Sales Tax	103	6.12
Higher Education Contribution Scheme	21	1.24
Income Tax/Capital Gains Tax/Levies	528	31.35
Inquiry about review path	9	0.53
Other 'Out of Jurisdiction' issue	38	2.26
Pay As You Go	59	3.5
Political and Government issue	2	0.12
Roles/office holders	1	0.06
Savings Bonus	1	0.06
Schemes	50	2.97
Superannuation	330	19.6
Tax Agents Board	10	0.6
Tax Agents Program	3	0.18
Tax File Number	23	1.37
Tender/Contract	3	0.18
Other	153	9.09
	<b>1684</b>	<b>100.00</b>