



Australian Government
Inspector-General of Taxation
Taxation Ombudsman

**You get complain
but you Tax?**



Krio

Nar whodat nar we

De Inspector General en de porsin way day look after ordinary people dem The Inspector-General & Taxation Ombudsman (IGTO) nar agency way de Federal Government form. Dis agency day for ep you wit any complain way you get but de Australian Taxation Office (ATO) en de Tax Practitioners Board (TPB) den 'Administrative Action'.



1300 44 88 29 (you go pay lekeh how you day pay, way you call insai dis country)

Aw we kin ep you

We geh porsin way nor day take anybody im part, en e sabi tax wok good-good wan. E go ep wit you complain – en you nor geh for pay am.

‘Administrative Action’ nar big word way cobar tin lek for be fair de way way ATO or TPB den deal wit you, en for mek e be say den fair en nor judge you befo den yerri you.

Dem wan yar so nar example dem for de kayn ep way de IGTO kin ep you; more day pantap den wan yar:

- De short tem way den go take for fen answer for tin dem way you day ask but;
- De way-way ATO or TPB wok-man, en wok-ooman den day behave;
- De service den all day online;
- Make sure say, or explain borku but tin den way ATO or TPB kin do;



- Make sure say de ATO or TPB, de tin dem way den day do – e go wit waytin de manager den tell dem for do; en
- Make sure say, de way-way de ATO or TPB deal wit you e fair, en non yuki-yuki nor day, en den tink but all de information way day wit dem, leke de office audit en any tin way den fen way den day check.

If you no sure if we go able for ep you, fen way for leh we know.

If we nor able for ep you lekeh dat, we go try good wan for leh we fen de beteh place or agency way go ep you.



De way-way for complain

If you wan put you complain wit we office, go en look nar de sai way den write but “Aw for fen we” (How to contact us).

After way you don put you complain, wan IGTO wokman/wok-ooman way day investigate, e go call you insie 2 days, for leh you know sey den don geh de complain, en for talk to you but am.

If e possible nor more, we go ep you, en gee you porsin for deal wit you complain.

Some tem day, we go wan leh you gee we more information, for leh de ATO or TPB understand you complain beteh, en for leh den fen way for ep you good wan.

We go day tell you how we day go, en go make you know tem dem, way we day check de tin dem.

Aw for get we



www.igt.gov.au



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**GPO Box 551
Sydney NSW 2001**

If you wan for complain pan language way nor to English, call de Translating and Interpreting Service (TIS) on **131 450**.

If you geh problem for yerri, or for talk, en you geh for use teletypewriter (TTY) or machine wit modem, phone **13 36 77**.

If you nor able for geh TTY or machine wit modem, phone de Speech to Speech Relay Service nar **1300 555 727**.