



Making a complaint

Tax Ombudsman

Easy Read version

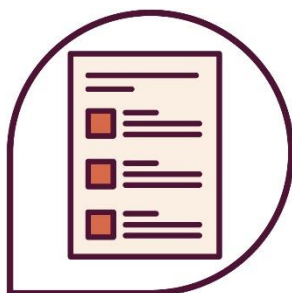


How to use this guide



We are the Tax Ombudsman.

We wrote this guide.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 10.



You can ask someone you trust for support to:

- read this guide
- find more information.



This is an Easy Read summary of another guide.

It only includes the most important ideas.



You can find the other guide on our website.

www.taxombudsman.gov.au/publications

What's in this guide?

What we do	4
How we can help you	5
How to make a complaint	8
Support to talk to us	9
Word list	10
Contact us	11

What we do



We work to make **tax** fair for Australians.



Tax is money that people pay to the government to help pay for services like schools, roads and hospitals.



We also work to make **superannuation** fair for Australians.



Superannuation is money you save for when you stop working.

For example, when you get older.

How we can help you

We can help you make a **complaint** if you think you have been treated unfairly by the:



- Australian Taxation Office (ATO)



- Tax Practitioners Board (TPB).



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Our help is free.

We can help you with complaints about:



- bad service and unfair treatment



- money you owe to the Tax Office



- missing superannuation payments



- money the Tax Office owes you.



You can contact us to find out other ways we might be able to help you.

We can't help you with advice about:



- how much tax you owe



- your **tax return**.



A tax return tells the government how much money you earned in a year.

They might give you back some of the tax you paid.

Or you might have to pay more tax.

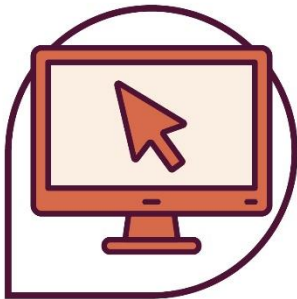


But we will help you find the right organisation who can help you if we can't.

How to make a complaint



You must send a complaint to the ATO or TPB before you can make a complaint with us.



You can visit our website to make a complaint with us.

www.taxombudsman.gov.au



You need to select the 'Lodge a complaint' button to start your complaint.



We will let you know we got your complaint and talk to you about what will happen next.

Support to talk to us



You can call us if you need help to make a complaint.

1300 448 829



You can call the National Relay Service if you:

- are deaf or hard of hearing
- find it hard to speak using the phone.



You can choose different services on the National Relay Service website.

www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links



You can ask them to call us.

1300 448 829



If you speak a language other than English, you can call the Translating and Interpreting Service (TIS).

131 450

Word list

This list explains what the **bold** words in this guide mean.



Complaint

A complaint is when you tell someone that something:

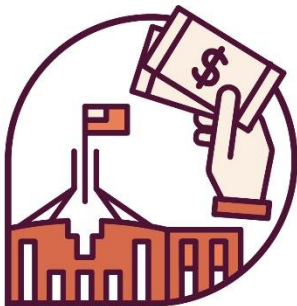
- has gone wrong
- isn't working well.



Superannuation

Superannuation is money you save for when you stop working.

For example, when you get older.



Tax

Tax is money that people pay to the government to help pay for services like schools, roads and hospitals.



Tax return

A tax return tells the government how much money you earned in a year.

They might give you back some of the tax you paid.

Or you might have to pay more tax.

Contact us



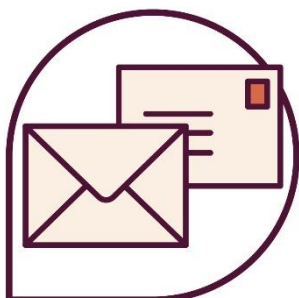
You can call us.

1300 44 88 29



You can send us an email.

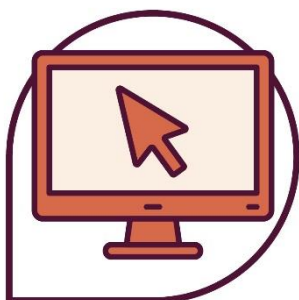
enquiries@taxombudsman.gov.au



You can write to us.

GPO Box 551

Sydney NSW 2001



You can visit our website.

www.taxombudsman.gov.au



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