



How to contact us

taxombudsman.gov.au

1300 44 88 29 (local call cost)

enquiries@taxombudsman.gov.au

GPO Box 551, Sydney NSW 2001

For **free** translating and interpreting services, call **131 450** and ask for **1300 44 88 29**.

If you are deaf, hard of hearing, or have difficulty with speech or communication, please visit accesshub.gov.au for assistance.



Tax complaint?

We help make Australia's tax and superannuation systems fair.

We look into complaints about the Australian Taxation Office (ATO) and the Tax Practitioners Board (TPB) and help resolve them.





How we can help you

You can contact us if you believe the ATO or TPB has treated you unfairly or unreasonably. We can help with complaints about:

- delays in tax refunds or payments
- poor service or unfair treatment
- tax debts or debt collection
- payment plans or interest charges
- financial hardship arrangements
- missing superannuation guarantee payments
- company tax debts or Director Penalty Notices.

Our service is free and independent.

If you are not sure whether we can help, please contact us.

If your issue is outside our role, we will try to direct you to the right organisation for help.

We can't provide advice on your tax return or how much tax you owe.

How to make a complaint

You must have already complained to the ATO or TPB before we can help you.

To make a complaint, visit [taxombudsman.gov.au](https://www.taxombudsman.gov.au) and select **"Lodge a complaint."**

An investigation officer will contact you within 2 business days to confirm your complaint and talk with you about next steps.