



Call us to speak to
a member of our team

1300 448 829

Lodge a complaint online

taxombudsman.gov.au

Or email us

enquiries@taxombudsman.gov.au

Assisted Contacts

National Relay Service:

TTY users phone 133 677
then ask for 1300 44 88 29.

Speak and Listen users phone
1300 555 727 then ask for
1300 44 88 29.

Internet relay users connect to
the NRS then ask for 1300 44 88 29.

Translating and interpreting service:

131 450 then ask for 1300 44 88 29.

Local call charges may apply.



Having trouble with the Tax Office?

We may be able to help!

Free and independent help
with ATO complaints.





**The Tax Ombudsman is independent.
We are separate from the Australian
Taxation Office (ATO).**

**We listen to complaints about how the
ATO has treated people and we may
be able to help sort things out fairly.**

Our service is free.

**When you speak up, you also help
improve the tax system for other
people and communities.**

**The Tax Ombudsman is a
free and independent service
that investigates tax and
super complaints about the
Tax Office.**

We can help look into things like:

- unfair treatment or poor service
- mistakes or delays
- problems accessing ATO services
- actions or decisions not making sense
- tax debt or payment plans
- tax refunds
- identity theft or fraud
- interest and penalties
- small business tax issues.

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

How does it work?

Before you can complain to us, you must
have already complained to the ATO first –
visit: **www.ato.gov.au/complaints** or call the
ATO's First Nations hotline on **13 10 30**.

**Once you've done this, we can access ATO
files, systems and records to investigate
your complaint. If we think something has
gone wrong, we can make recommendations
to the ATO on your behalf.**