Complaints snapshot

Data from 1 April - 30 September 2026

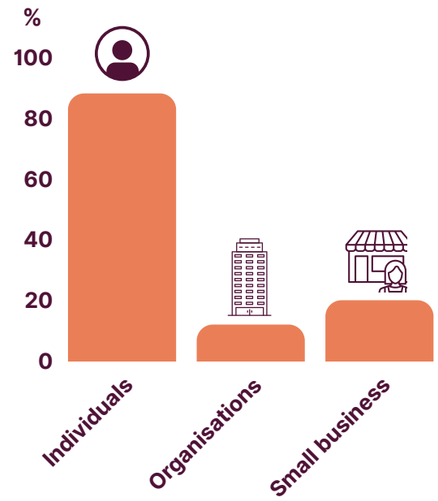
All comparisons are based on the same period last year.

Complaints received

SAME PERIOD LAST YEAR	THIS PERIOD	INCREASE	COMPARED TO FY25
1,362	2,376	+1,014 ↑74%	↑180%

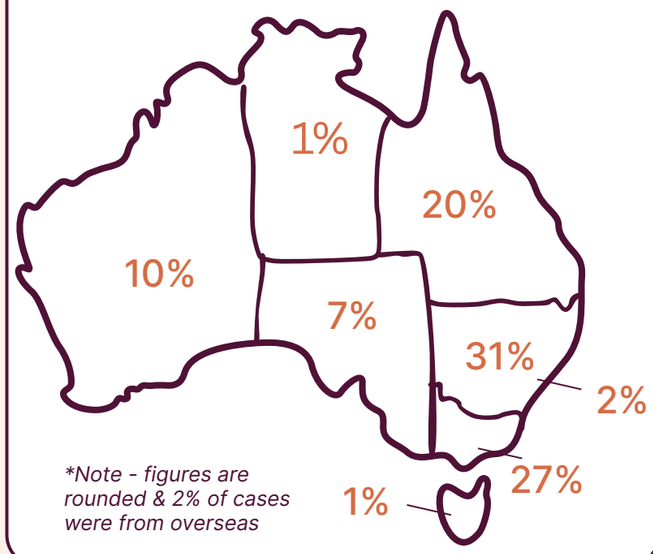
About ATO: 98% | TPB 2%

Customer type



*Note - small business includes individuals (sole traders) and organisations.

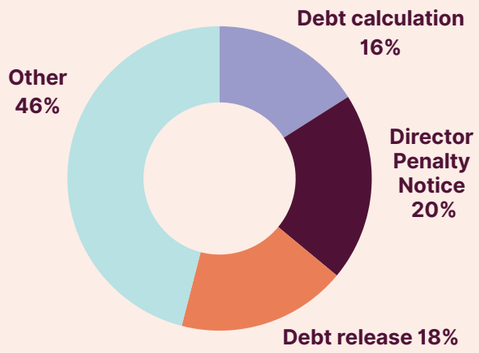
Customer locations



*Note - figures are rounded & 2% of cases were from overseas

Complaint types →

19% Debt collection

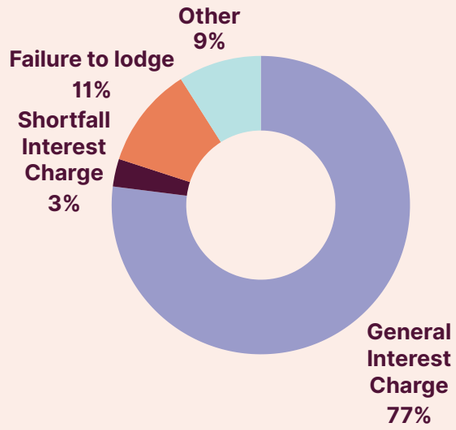


HIGHLIGHTS

Re-raising debt not pursued previously
10% ↑ +7%

ATO acting reasonably
63% ↓ -9%

18% Penalties & interest

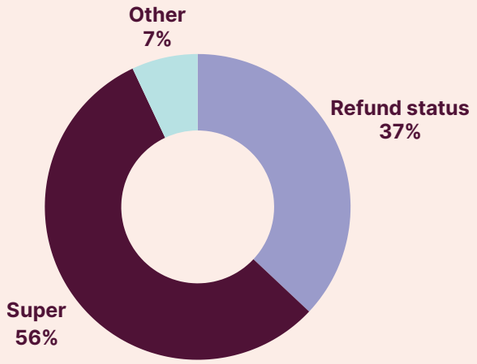


HIGHLIGHTS

Taxpayers were unhappy with the law
13% ↑ +13%

Penalties/interest reduced or remitted
5% ↓ -17%

19% Payments



HIGHLIGHTS

We helped speed-up agency action
14% ↑ +4%

Communication complaints decreased
9% ↓ -6%

Want to learn more about the people behind the data?

Selena's story: When serious hardship changes the picture

Michael's story: More than $272,000 in interest remitted

Sarah's story: $385,000 refund recovered

Read real complaint case studies on our website: **taxombudsman.gov.au/case-studies**