

Tax Ombudsman

Call us to speak to
a member of our team
1300 448 829

Or lodge a complaint online
taxombudsman.gov.au

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Tax Ombudsman



**Free and independent
service helping your
clients with tax complaints**

Tax Ombudsman



We work to improve the fairness and integrity of tax administration in Australia.

We can investigate your clients' tax complaints for free. As the Tax Ombudsman, we can use our unique powers to access all ATO systems, files and correspondence to investigate complaints. We may get a different outcome, depending on our findings. Or we may be able to offer assurance on the ATO's actions and help you with a clear and simple explanation for your client.

Struggling to get a reasonable outcome from the ATO?

Challenging an outcome from the ATO can be a stressful experience for people.

Ask your clients the following questions to see if we can help them:

1. Have you complained to the ATO already?

We can investigate if they have already complained to the ATO. Ask if they have a complaint reference number.

2. Did the ATO make a decision about your complaint?

If the ATO has closed the complaint and your client remains unhappy with the outcome, we can investigate to check if the ATO's actions or decision were fair and reasonable.

3. Do you think the decision was unfair or unreasonable?

If you disagree with the ATO's outcome because you think it is unfair or unreasonable, we can investigate. Lodge a complaint online or call us on 1300 448 829.

You can lodge a complaint on behalf of your client by filling out the authorisation in our online complaint form.