



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

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.



**Need help
resolving your
tax complaints?**

Let us help you!





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

Do you feel that you have been treated unfairly by the ATO? We may be able to help!

We're a **free and independent** complaints resolution service. We investigate complaints about the ATO's administration of tax matters.

How do we investigate?

As the Tax Ombudsman, we can use our unique powers to access all ATO systems, files and correspondence to investigate your complaint. We will use our findings to give our recommendations to the ATO on your behalf.

Examples of things you can complain about:

- unfair treatment or poor service
- administrative errors or incorrect decisions
- accessibility issues
- tax fraud and identity theft
- small business debt collection
- tax refunds or payment plans
- interest and penalties

Call us to speak with a member of our team for help or more information. Or lodge a complaint on our website in under 15 minutes.

When you make a complaint to the Tax Ombudsman, you help us improve the tax administration system for all Australians through our reviews.