



Complaint against a tax agent or BAS agent

Completing this form

- Print clearly in BLOCK LETTERS using a black or blue pen.
- Place X in ALL applicable boxes.
- If insufficient space is provided at any item, please attach the additional information to the application on a separate piece of paper.

Office use only	
Agent number	<input type="text"/>
Reference numbers	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

Contact details

1. Full name

Title: Mr Mrs Miss Ms Other

Family name

First given name Other given names

2. Postal Address

Suburb/town State/Territory Postcode

Phone number Mobile phone number

Fax number

Email address (please print clearly)

Preferred contact method: Phone Email Mobile Fax

3. Do you wish to authorise another person to deal with the Board about this complaint on your behalf?

No Yes if yes, provide authorised person's details

Name

Address

Suburb/town

State/Territory

Postcode

Phone number

Mobile phone number

Fax number

Email address (please print clearly)

Relationship to you: Family Friend Legal Representative Interpreter Other

Details of the complaint

4. Tax agent or BAS agent details

Name of the tax agent or BAS agent

Name of the tax agent's or BAS agent's business

Tax agent's or BAS agent's address

Suburb/town

State/Territory

Postcode

Phone number

Mobile phone number

Fax number

Email address (please print clearly)

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Tax agent or BAS agent registration number (if applicable)

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5. Please indicate what kinds of issues you wish to complain about by placing an X in the appropriate box/es below.

The tax agent/BAS agent:

- acted dishonestly or unethically;
- mishandled monies held on my behalf;
- acted unlawfully;
- acted contrary to my interests;
- disclosed information about my personal affairs to a third party without my permission;
- provided services incompetently;
- failed to take reasonable care to ascertain my state of affairs as relevant to the tax agent or BAS services provided;
- failed to take reasonable care to ensure that taxation laws were applied correctly to my circumstances;
- failed to advise me of my rights and obligations under taxation laws;
- obstructed the administration of taxation laws;
- offered or provided tax agent or BAS agent services, but is not registered to do so;
- other: please explain

6. Please describe the circumstances and situations that have led to your complaint. If possible, please include dates and types of contact between yourself and the tax agent or BAS agent.

7. Have you contacted the tax agent or BAS agent about the problem and/or tried to resolve it?

No Yes

If yes please provide details. Please note that it would usually be expected that you would make a reasonable attempt to resolve any disputes with your tax agent or BAS agent before lodging a complaint with the Board.

8. In some circumstances, a complaint may have a relatively straightforward resolution that the Board could assist you to achieve. Would your complaint be resolved by any of the following outcomes? If so please place an X in the appropriate box/es.

- personal documents returned to you, or transferred to another tax agent or BAS agent;
- documents completed and/or lodged with the ATO;
- communication with your agent improved;
- other; please explain.

9. Is your tax agent or BAS agent registered?

No Yes Don't know

10(a). Have you paid your tax agent or BAS agent a fee, either in money or in kind?

No Yes Don't know

10(b). Do you owe your tax agent or BAS agent any fees?

No Yes Don't know

11. Have either you or the tax agent or BAS agent commenced legal action connected to any of the matters you have indicated above?

No Yes If yes please provide details.

12. Is there any other information you want to provide that may assist the Board in dealing with your complaint?

Privacy

The Office of the Privacy Commissioner (www.privacy.gov.au) is Australia's national privacy regulator. *The Privacy Act 1988* (Cth) is the law which protects the privacy of individuals, and which sets out Information Privacy Principles applicable to the collection, use and holding of personal information by government agencies.

The Board will use the information collected from you as the basis for the enquiries it makes, and other action it takes, arising from your complaint. The actions the Board may take are set out in the *Tax Agent Services Act 2009* and aim to ensure that tax agent and BAS services are provided to the public in accordance with appropriate standards of professional and ethical conduct. Section 60-15 of the *Tax Agent Services Act 2009* allows the Tax Practitioners Board to do anything incidental or conducive to the performance of its functions, which includes the collection of information in relation to a complaint about a tax agent or BAS agent.

The Board may communicate the information collected from you to the tax agent or BAS agent, the Australian Taxation Office, and possibly other parties. The information you disclose could also ultimately be used by the Board as evidence in Administrative Appeal Tribunal or Court proceedings.

If you have specific concerns about the potential use and disclosure of the information you have provided please advise accordingly. Someone from the Board's secretariat will then contact you to discuss your concerns. Please note however that if you do not consent to the Board using and disclosing the information provided in this form for its purposes, the Board may be unable to act on your complaint.

Consent

By signing below, you are consenting to the Tax Practitioners Board using your complaint and the personal information you have provided for its purposes, as described above.

Name of the person making the complaint (please print)

Signature

Date

Day

Month

Year

Where to send your complaint form

Post the completed form to:

**Tax Practitioners Board
PO Box 9825 PENRITH NSW 2740**

Further information

Visit our website www.tpb.gov.au or phone the Tax Practitioners Board on **1300 362 829**.