Senate Economics Legislation Committee ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Additional Estimates 2015-2016

Department/ Agency: IGT Question: AET 3726-3734

Topic: Complaints Investigation Process Reference: written - 29 February 2016

Senator: Wong, Penny

Question:

- 3726. Can the IGT please outline their complaints investigation process.
- 3727. What assistance does the IGT provide in relation to individuals or organisations who use the IGT complaints investigation process.
- 3728. Did the IGT receive any complaints in relation to changes of the composition of the National Tax Liaison Group.
- 3729. How many complaints were received.
- 3730. What was the basis of each complaint.
- 3731. Did the IGT communicate with the ATO in relation to any complaints received regarding the composition of the National Tax Liaison Group.
- 3732. Did the ATO provide any response to those complaints. Can this be provided.
- 3733. Has the IGT recommended any further action on the issues arising out of the complaints process in relation to the changes of the composition of the National Tax Liaison Group.
- 3734. What were these recommendations.

Answer:

- 3726. The IGT's complaint investigation process is outlined at: http://igt.gov.au/making-a-complaint/
- 3727. The assistance provided to individuals and organisations using the complaint investigation process is outlined at: http://igt.gov.au/making-a-complaint/
- 3728. Yes.
- 3729. One (1) formal complaint has been raised directly about the membership of the NTLG. However, a number of complaints have been raised with respect to other aspects of the NTLG. Similar issues have also been raised in submissions to a number of IGT reviews and during community-based consultations on the IGT's latest work program.
- 3730. The disclosure of the requested information is prohibited by section 37 of the *Inspector-General of Taxation Act 2003*.

- 3731. **Yes.**
- 3732. Yes, however, section 37 of the *Inspector-General of Taxation Act 2003* prohibits the IGT disclosing the requested information.
- 3733. The IGT has acknowledged stakeholders concerns publicly and has stated that it may be a ripe topic for review in the near future.
- 3734. **Not applicable.**