

**Economics Legislation Committee**  
ANSWERS TO QUESTIONS ON NOTICE  
**Australian Taxation Office**  
Supplementary Budget Estimates  
22 October 2009

**Topic:**                   **Complaints about call centres**

**Hansard Page:**       **E38**

**Question:**           **sbt 47**

**Senator BUSHBY**—How many complaints have you received in the last 12 months about the call centres?

**Ms Vivian**—I would need to take that on notice. I am not quite sure how we split them up that way.

**Senator BUSHBY**—Could you provide on notice details of all your complaints to the level of detail you are able to.

**Answer:**

Complaint reporting is based on the number of issues not the number of complaints, as a complaint may include more than one issue.

For the period 1 September 2008 to 31 August 2009:

- 4,275 complaint issues were finalised in relation to Tax Office call centres:
  - 1,728 issues lodged as general feedback (where the customer expresses a level of dissatisfaction but requires no specific remedy or response), and
  - 2,547 issues lodged as complaints (requiring a formal response), including:
    - 65 complaints which were later withdrawn, and
    - 863 complaints deemed to be unfounded (ie they were not upheld).
- The number of reported issues, excluding those withdrawn or not upheld, equates to less than 0.03 per cent of all calls answered.