

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.**