



# OFFICE OF THE TAX OMBUD

OTO 01

## COMPLAINTS FORM

Taxpayer  Tax Representative

### Taxpayer Details

Surname

Name

ID No.  Passport No.

### Tax Representative Details

Profile Practitioner  Trustee  Attorney  Clearing Agent  Administrator  Other

If Other, provide details

Surname

Name

Professional Membership Body  Tax Practitioner Registration No.

Taxpayer Names

ID No.  Passport No.

### Contact Details

Home Tel No.  Cell No.

Fax No.  Bus Tel No.

Email Address

### Physical Address

Unit No.  Complex (if applicable)

Street No.  Street / Farm Name

Suburb / District

City / Town  Postal Code

Country Code

### Postal Address

Mark here with an "X" if same as above or complete your Postal Address

Postal Agency or Other Sub-unit (if applicable) (e.g. Postnet Suite ID)

PO Box  Private Bag  Other PO Special Service (specify)  Number

Post Office  Country Code

Postal Code

### Complaint Details

Tax Type Personal Income Tax  Corporate Income Tax  VAT  Estate  PAYE /SDL/ UIF  Trust  Customs / Excise  Other

If Other, provide details

Tax No.  Tax No.  Tax No.

Nature of Complaint Conduct / Attitude  Service  Administrative  Procedural  Other

If Other, provide details

Have you exhausted the SARS internal complaints process? Yes  No  SSMO Reference Number



If you have not exhausted the SARS internal complaints process, please motivate why the OTO should handle your complaint i.e. explain your compelling circumstances?

In chronological order, please briefly summarise your complaint (please attach supporting documentation)

Outcomes / Resolution Desired

### Tax Representative Declaration

I declare that:

- To the best of my knowledge the information provided by the taxpayer to me is correct and complete.

Date (CCYYMMDD)

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Signature

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### Declaration

I declare that:

- The information furnished in this Complaint form is true and correct in every respect;

Date (CCYYMMDD)

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Signature

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**Note:**  
The office of the Tax Ombud (OTO) endeavours to resolve complaints within 15 business days of receipt of your complaint. The OTO will contact you if your complaint cannot be resolved within this time period.