



## NATIONAL ASSEMBLY

### QUESTION FOR WRITTEN REPLY

QUESTION NUMBER: 1614 [NW1819E]

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#### 1614. Adv A de W Alberts (FF Plus) to ask the Minister of Finance:†

- (1) What number of complaints has been submitted each year in each category to the tax ombudsman since his appointment in October 2013:

Number of complaints each year

Financial period	Total number
2013/14	156
2014/15	1270
2015/16	2133
2016/17	3188

**Note: It is not possible to provide details relating to categories because each complaint may have more than one category.**

- (2) What number of complaints, if possible in each category, indicated as (a) percentages and (b) numbers in each specified year was (i) successful and (ii) unsuccessful?

Year	% Successful	Number	% Unsuccessful	Number
2013/14	59%	92	41%	64
2014/15	32%	409	68%	861
2015/16	59%	1172	41%	961
2016/17	45%	1236	55%	1490

**Note: 1. It is not clear what is meant by “successful” and “unsuccessful” in this question. The answers above were provided on the basis**

***that successful means that the complaint was successfully lodged in that it falls within the Tax Ombud's mandate and unsuccessful means the complaint falls outside the TO's mandate.***

***2. As at 31 March 2017, there were 462 complaints yet to be validated.***

NW1819E