

## OFFICE OF THE TAX OMBUD

OTO 01

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Complaint Details	
Tax Type	Customs / Other
If Other provide details	
Tax No. Tax No. Tax No.	
Nature of Complaint Service Administrative Procedural Other	
If Other provide details	
Have you exhausted the SARS internal complaints process? Yes No CMO Reference Number	
If you have not exhausted the SARS internal complaints process, please motivate why the OTO should handle your complaint i.e explain y	our compelling circumstance.
In chronological order, briefly summarise your complaint (please attach supporting documentation).	
Outcomes / resolution desired.	
Where have you heard about us?	
Which tax year or tax period does the complaint relate to?	
Tax Representative Declaration	
I declare that:	
To the best of my knowledge the information	
provided to me by the taxpayer to me is correct and complete.	Signature
	- g
Declaration	
Date (CCYYMMDD)  I declare that:	
The information furnished in this complaint form is true and correct in every respect.	
5 5 6	Signature
Note:	

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