

RevenueSA values professional, timely and responsive service.

Naturally we would like you to let us know when our service exceeds your expectations, but we would also like to hear your ideas on how we can improve services or if, for any reason you are dissatisfied with the service we provide to you.



What is a complaint?

A complaint is an expression of dissatisfaction made to our department about our products, services, employees or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

A complaint is different to an objection.

What is an objection?

An objection is the first step in the legal process by which a taxpayer can seek to reverse an assessment or decision made by the Commissioner of State Taxation.

Objections may also be made to the valuation of a property.

More information about objections is available on **Objections and Appeals** page on revenuesa.sa.gov.au, located under the Services and Information menu.

How do I make a complaint?

If you are not satisfied, you can make a complaint in one of the following ways:

- online [Feedback & Complaints form](#)
- [email](#)
- in [writing](#)
- [telephone call](#);
- annual [Customer Satisfaction Survey](#).

How do we treat your complaint?

Acknowledgement for all complaints will be made within three working days.

We aim to resolve, and provide you with information regarding the outcome of your complaint, within 21 business days.

For complaints that are more complicated, additional time may be required to complete a review; we will keep you informed if this is the case.

What happens if my complaint is still not resolved?

We expect to be able to reach a fair and appropriate outcome, within the boundaries of state taxation legislation and RevenueSA's policies and procedures.

However, if you still believe that your complaint has not been resolved satisfactorily through our feedback process, you can refer your complaint to the State Ombudsman:

Postal: PO Box 3651
RUNDLE MALL SA 5000

Online: ombudsman.sa.gov.au



Contact Details

Telephone: (08) 8226 3750

Email: revenuesa@sa.gov.au

Post: GPO Box 1353
Adelaide SA 5001