

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 in relation to the quality of service provided by RevenueSA.

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](http://revenuesa.sa.gov.au), located under the Services and Information menu.

## How do I make a complaint?

First, try to sort it out with the taxation officer you have been dealing with. If you are not satisfied, talk to that officer's manager.

If you are still not satisfied, consider lodging a **complaint**.

## How do we treat your complaint?

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

We aim to resolve, and provide you with information regarding the outcome of your complaint, generally within 14 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](http://ombudsman.sa.gov.au)



## Contact Details

Telephone: (08) 8226 3750  
1800 637 778 (Country Callers)  
Fax: (08) 8226 3737

Email: [revenuesa@sa.gov.au](mailto:revenuesa@sa.gov.au)  
Post: GPO Box 1353  
Adelaide SA 5001  
DX: DX 179

## Site Address

Ground Floor, North Wing  
State Administration Centre  
200 Victoria Square  
Adelaide SA 5000