



GUIDE TO COMPLAINTS FUNCTIONALITY ON EFILING



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1 SUMMARY

- a) The guide is designed to assist taxpayers, traders and representatives to understand the eFiling function of the enhanced complaints process.
- b) As part of improved service delivery, the South African Revenue Service (SARS) has introduced a new complaint management process that will facilitate how taxpayer complaints are lodged, tracked and resolved through electronic channels.
- c) A complaint is defined as a grievance or some form of dissatisfaction experienced by the taxpayer, trader or representative, in relation to a "process" (including queries, returns or any service request) that is not adequately resolved by any of the SARS offices according to the complaints perspective.
- d) Any mature organisation must provide its clients with a means to communicate any dissatisfaction with their experience when interacting with the organisation in general or more specifically with regard to a service rendered.
- e) The following complaint categories exist:
 - a) Legal/Policy (e.g. debit cards not accepted for payments)
 - b) Employee behaviour/Competence (e.g. agent X was rude, or agent did not know how to assist me)
 - c) Channel experience/environment/technical issues (e.g. contact centre is very slow to answer, or there is no parking at branch X)
 - d) Quality and speed of service (e.g. incorrect resolution of request, or it took 6 months to process my banking detail change)
 - e) Unresolved service/operational matter (e.g. turnaround time exceeded and my return has not yet been processed)
 - f) Missing or lost documentation (e.g. I have submitted my return, but SARS cannot find it).
- f) The redesign of eFiling presents SARS with an opportunity to enhance the customer experience by improving platform design, navigation and accessibility to electronic users. Strengthening the access to eFiling ensures protection of taxpayer information and will enhance taxpayer confidence in SARS.
- g) The eFiling redesign journey aims to enhance the user experience by introducing a user-friendly design and framework. It provides the eFiler with a secure digital transactional platform with SARS and establishes eFiling as the preferred channel. Security processes have been enhanced to curb identified risks while providing enhanced user/profile management and enhancing digital offerings in the selfservice environment.

2 ACCESSING SARS EFILING

a) Go to <u>www.sars.gov.za</u> and click 'LOGIN' if you are a registered eFiler. If you are not registered for eFiling, click on 'REGISTER' and follow the quick steps to register for eFiling.





- b) For further assistance with eFiling registration, refer to the '*How to Register for eFiling and Manage Your User Profile*' guide available on the SARS website www.sars.gov.za.
- c) This function allows you to lodge a complaint regarding any dissatisfaction that you might have experienced.
- d) The eFiling Dashboard screen has been enhanced to assist taxpayers in navigation to the following services:
 - a) Online Booking this option will route you to the SARS Online Booking link to schedule an appointment with SARS.
 - b) Statement of Account
 - c) My Compliance Status
 - d) SARS Registered Details

e) Notic	ce of Registration							
SARS @Filng			Home	Returns	Services	Tax Status	Contact	Log Out
Portfolio	Taxpayer	- Individual						
Tax Compliance Status	Refresh	0		(a 🚯	b c	d	e

e) By clicking on each tab, you will be navigated to the specific function on eFiling.

f) Below are examples of the different eFiling Dashboard screens for Tax Practitioner and Organisation.

Tax Practitioner

Taxpayers

Name

Portfolio		•	Taxpayer		• Tax Practitioner	(Section of the section of the secti	
							è
Taxpayers							0
	Name			Registration or	ID number	Tax Reference Number	
rganisatior	1						
Portfolio		•	Taxpayer		• : Organisation		

2.1 Access Complaints Management Function

a) The Complaints Management function is located under the '**Services**' menu on your eFiling portfolio.

Home Returns	Services	Tax Status	Contact	Log Out
--------------	----------	------------	---------	---------

Registration or ID number

Tax Reference Number

Q



- b) Representatives must ensure that the correct taxpayer is selected from the taxpayer list if they are lodging a complaint on behalf of a taxpayer.
- c) When the eFiler selects the '**Services**' menu, the Complaints Management tab will be displayed under the menu items on the left of the page.

Other Services
Tax Directives
Additional Services
Tax Clearance Certificates
My TP Configuration
Complaints
Live Help?
Special Links

d) Click 'Complaints' and then 'New Complaint' button and an information screen will be displayed that explains the difference between a complaint and a dispute. On the individual profile, click the 'Next' button to continue.

Complaints	COMPLAINTS MANAGEMENT
Now Complaint	Description
New Complaint	This functionality allows you to lodge a complaint regarding any dissatisfaction that might have been experienced by the complainant, in relation to a process or
Saved Complaints	service that is not adequately resolved by any of the SARS offices according to the complainants perspective.
	It is important to note that lodging a complaint is entirely different from lodging a dispute.
Complaints History	A Complaint can be lodged against any dissatisfaction with service rendered by a particular branch.
	A Dispute on the other hand, can only be lodged against returns (i.e. Income Tax, VAT, PAYE) that have been assessed by SARS and the taxpayer / tax practitioner is not happy about the assessment.
	Next

e) For the Tax Practitioner and Organisations portfolio, the eFiling user has the option to indicate which type of complaint to submit either a '**General**' or '**Taxpayer Related**' complaint.

Complaints	COMPLAINTS MANAGEMENT
New Complaint	Description
	This functionality allows you to lodge a complaint regarding any dissatisfaction that might have been experienced by the complainant, in relation to a process or concision that is not adoptively resolved by any of the SARS offense according to the complainant personative.
Saved Complaints	service that is not adequately resolved by any or the SAKS onces according to the complaintains perspective.
	It is important to note that lodging a complaint is entirely different from lodging a dispute.
Complaints History	A Complaint can be lodged against any dissatisfaction with service rendered by a particular branch.
	A Dispute on the other hand, can only be lodged against returns (i.e. Income Tax, VAT, PAYE) that have been assessed by SARS and the taxpayer / tax practitioner is not happy about the assessment.
	What type of complaint is this?
	O General
	Taxpayer Related
	Click here to select a taxpayer
	Next



i) If '**General**' is selected, the link to select taxpayer will be not available.

Description	
This functionality allows you to lodge a con service that is not adequately resolved by a	nplaint regarding any dissatisfaction that might have been experienced by the complainant, in relation to a proces any of the SARS offices according to the complainants perspective.
It is important to note that lodging a con	nplaint is entirely different from lodging a dispute.
A Complaint can be lodged against any dis	satisfaction with service rendered by a particular branch.
A Dispute on the other hand, can only be lo practitioner is not happy about the assess	dged against returns (i.e. Income Tax, VAT, PAYE) that have been assessed by SARS and the taxpayer / tax
What type of complaint is this?	
General	
O Taxpayer Related	

- ii) The '**Taxpayer Related**' option will be used by tax practitioners that are submitting complaints on behalf of taxpayers.
 - Once the 'Taxpayer Related' option is selected, a hyperlink 'Click here to select a taxpayer' will be displayed to search for taxpayers under the organisation or tax practitioner portfolio. The 'Taxpayer Search' screen as indicated below will be displayed.

Name	Company Reg or ID Number
Tax Ref No: Any	External User ID
The wild character (*) may be used.	Search Close

 In the screen below, a search was done using the tax reference number and results are displayed.

Name		Search	for Tax Payer Company Reg or ID Number	
Tax Ref No: Any ✓	0 r (*) may be u	sed.	External User ID	Search Close
			58	1277 - 128
1 Record found	l.	Pa	ge 1 of 1	Previous Next
1 Record found Tax Payer n	l. ame	Pa Trading As name	ge 1 of 1 Company Reg/ID Number	Previous Nex

 If you click on the search result, the 'Taxpayer Name' will be displayed on the Complaints Management screen. The Complaints Management form will be pre-populated with the details of the selected taxpayer.



Description	
This functionality allows you to lodge a complaint re- ervice that is not adequately resolved by any of th	egarding any dissatisfaction that might have been experienced by the complainant, in relation to a process e SARS offices according to the complainants perspective.
t is important to note that lodging a complaint i	s entirely different from lodging a dispute.
Complaint can be lodged against any dissatisfact	ion with service rendered by a particular branch.
A Dispute on the other hand, can only be lodged agorationer is not happy about the assessment.	ainst returns (i.e. Income Tax, VAT, PAYE) that have been assessed by SARS and the taxpayer / tax
What type of complaint is this?	
○ General	
Taxpayer Related	
Click here to select a taxpayer	
Taxpayer Name: S	

iii) If you do not select a taxpayer and you click the '**Next**' button, you will receive the following message to request you to select a taxpayer. Click '**OK**' to close the message.

Please select a taxpayer.	
	ок

f) The Complaints Management Form (CM01) will be displayed for completion.

Back Save Submit Complaint Print		- 100 +
South African Revenue Service Complaints Management Form	CM01	
Complainant Details		~
Taxpayer Details		~
Tax Representative Details		9 ~
Contact Details		~
Complaint Details		9 ~
Complaint Related Reference Number		~
Further Explanation of Complaint		• •
Declaration		

g) On the toolbar, the following tabs will be available for selection.



i) If you select the 'Back' button, the form will be saved and the Complaint Management Work Page will be displayed.



- ii) The 'Save' button will allow you to save the form and you can submit at a later stage.
- iii) The 'Submit Complaint' button will allow you to submit the complaint to SARS.
- iv) The 'Print' button will allow you to print the form.

3 COMPLETION OF COMPLAINTS MANAGEMENT FORM (CM01)

a) The Complaints Management Form (CM01) will be displayed for completion.

Back Save Submit Complaint Print		- 100 +
South African Revenue Service Complaints Management Form	CM01	
Complainant Details		× 1
Taxpayer Details		*
Tax Representative Details		• •
Contact Details		~
Complaint Details		• •
Complaint Related Reference Number		~
Further Explanation of Complaint		• •
Declaration		

- i) Container headings displayed in red contain mandatory information to be completed.
- b) Mandatory fields in the containers are indicated as below:

First Two Names *	1
First Two Names is a mandatory field.	

c) Once you have completed a field, it will be displayed in green as per the example below:

First Two Names * H	~

d) The Form will display the following containers based on selections made previously on the Complaints landing page:

3.1 Complainant Details

- a) This container will consist of details of the complainant and sub-containers may be displayed depending on previous selections.
- b) Depending on the type of taxpayer, the complainant details container will be pre-selected.
- c) If "**Taxpayer**" is selected, the **Taxpayer Details** container will be displayed. If "**Tax Representative**" is selected, the "**Tax Representative Details**" container will be displayed.



Complainant Details	Complainant Details
* 🔘 Taxpayer 🔘 Tax Representative	* 🔿 Taxpayer 🔘 Tax Representative

d) **Taxpayer Details**: This container consists of the following fields:

- i) Surname
- ii) First Two Names
- iii) Initials
- iv) ID No
- v) Passport/Permit No
- vi) Passport Country (e.g. South Africa = ZAR)

	^
First Two Names * M	â
ID No.*	â
Passport Country (e.g. South A	Africa = ZAF) 👻
	First Two Names * M ID No. * 4 Passport Country (e.g. South

e) **Tax Representative Details**: This container consists of the following fields:

- i) Profile
 - **Practitioner** if this option is selected, the '**Professional Membership Body**' and '**Tax Practitioner Registration No**' fields are mandatory.
 - Trustee
 - Executor
 - Clearing Agent
 - Administrator
 - Liquidator
 - Public Officer
 - Partner
 - Other

Profile *	
Practitioner	*
Trustee	
Executor	
Clearing Agent	
Administrator	
Liquidator	



- ii) Surname
- iii) First Two Names
- iv) Initials
- v) ID No
- vi) Passport/Permit No
- vii) Passport Country (e.g. South Africa = ZAR)
- viii) Professional Membership Body
 - ACCA The Association of Chartered Certified Accountants
 - CGISA Chartered Governance Institute of Southern Africa
 - CIBA Chartered Institute of Business Accountants
 - CIMA Chartered Institute of Management Accountants
 - FPI Financial Planning Institute
 - IAC Institute of Accounting and Commerce
 - LPC Legal Practice Council
 - SAICA South African Institute of Chartered Accountants
 - SAIPA South African Institute of Professional Accountants
 - SAIT South African Institute of Tax Professionals

	FPI	*
ACCA	IAC	
CGISA	LPC	
CIBA	SAICA	
CIMA	SAIPA	
FPI	- SAIT	Ļ
Professional Membership Body is a mandatory field.	Professional Membership Body is a mandatory	field.

- ix) Tax Practitioner Reg No. mandatory if profile selected as 'Practitioner'
- x) Date of Appointment (CCYYMMDD) mandatory if Tax Practitioner Reg No. field is completed.

Tax Representative Details					^
Profile *	* 1	Sumame *	۵	First Two Names *	۵
Profile is a mandatory field.					
Initials * M	â	ID No.* 8	â	Passport / Permit No.	
Passport Country (e.g. South Africa = ZAF)	•	Professional Membership Body	•	Tax Practitioner Reg. No.	
Date of Appointment(CCYYMMDD) * 1 / 0.1 0.1 Image: the second sec					

- f) **Contact Details**: This container consists of the following fields that must be completed for both the applicant and the tax representative:
 - i) Home Tel No



- ii) Cell No
- iii) Fax No
- iv) Bus Tel No

Contact Details			^
Home Tel No. *		Cell No. * 0000000000	~
Fax No. 000000000	~	Bus Tel No. *	
Emai	~		

3.2 Complaint Details

a) This container will consist of details of the complaint and the following sub-containers may be displayed depending on previous selections:

Complaint Details			^
Complaint Related to: * O Tax O Customs		Тах Туре *	~ ≜
		Tax Type is a mandatory field.	
Complaint Category *	- 🔒		
Complaint Category is a mandatory field.			

- b) Complaint related to: Select either 'Tax' or 'Customs'
- c) This container consists of the following fields:
 - i) **Tax Type** select the relevant tax type from the dropdown box
 - Value Added Tax
 - Income Tax
 - Turnover Tax
 - Donations
 - Provisional Tax
 - Transfer Duty
 - Estate Duty
 - Payroll Tax (PAYE, UIF and SDL)
 - Dividends Tax / STC
 - Interest Tax
 - Mineral and Petroleum Resource Royalties (MPRR)



Ĩ	Tax Type * Income Tax	
	Turnover Tax	
	Donations Tax	
	Provisional Tax	
	Transfer Duty	
	Estate Duty	

- ii) For **Customs** the following options will be available to choose from:
 - Customs
 - Excise Duties and Levies

Tax Type *
Customs
Excise Duties & Levies

d) **Complaint Category** – depending on the selection, the form will populate the relevant container.

- i) Unresolved Service / Operational Matter
- ii) Missing or lost documentation
- iii) Legal / Policy
- iv) Employee behaviour / Competence
- v) Channel Experience / environment / technical issues
- vi) Quality and Speed of Service

Complaint Category *	
Unresolved Service / Operational Matter	<u></u>
Missing or Lost Documentation	
Legal / Policy	
Employee behaviour / Competence	
Channel Experience / Environment / Technical Issues	
Quality and Speed of Service	

e) **Complaint Related Reference Number**: This container consists of the following fields relating to the reference number(s) of the complaint:



- i) Taxpayer Ref No.
- ii) Customs Code
- iii) Case Number this field is mandatory when the complaint category is Unresolved Service/Operational Matter, Missing or lost documentation or Quality and Speed of Service.

Complaint Related Reference Number				^
Taxpayer Ref No.	Customs Code *	1	Case Number	
	Customs Code is a mandatory field.			

f) **SARS Employee Details**: This container will be displayed ONLY if the complaint category selected is **Employee behaviour/competence.**

Employee behaviour / Competenc	e			^
Surname *	1	First Two Names	Employee Division / Area *	÷ 1
Sumame is a mandatory field.			Employee Division / Area is a mandatory field.	1
Branch Office	*	Approximate date when incident occurred (CCYYMM CCYY / MM / DD 💼		

- g) **Complete** the following fields:
 - i) Surname
 - ii) First Two Names
 - iii) Employee Division/Area Tax
 - Branch Office
 - Call Centre
 - Collections
 - Outstanding Returns
 - Auditor
 - Large Business Centre
 - VIP Unit
 - PSU Unit
 - Estates Unit
 - Tax Exemption Unit
 - High Net Worth Unit

Employee Division / Area *	
Branch Office	
Call center	
Collections	
Outstanding Returns	
Auditor	



- iv) Employee Division/Area Customs
 - Customs Office
 - CBCU Office
 - Call Centre
 - Auditor

Employee Division / Area *		
Customs Office		
CBCU office		
Call center		
Auditor		

v) Branch office - different tax and customs offices will be displayed for selection.

Branch Office	Branch Office
	·
Gauteng East	Durban Harbour
Gauteng West	Richards Bay
Free State	Kosi Bay
Northern Cluster	East London
West & Eastern Cape	King Shaka International Airport

vi) Approximate date when incident occurred (CCYYMMDD)

Employee behaviour / Competen	ice			^
Surname *	1	First Two Names	Employee Division / Area *	* 1
Surname is a mandatory field.			Employee Division / Area is a mandatory field.	
Branch Office	•	Approximate date when incident occurred (CCYYMM CCYY / MM / DD 💼		

h) **Channel Experience/Environment/Technical Issues**: This container will be displayed ONLY if the complaint category selected is **Channel Experience or Technical Issues**.

Channel Experience / Environ	ment / Technical Issues				^
Channel *	* 1	Process / Service Type *	* 1	Branch Office	Ŧ
Channel is a mandatory field.		Process / Service Type is a mandatory field.			



- i) **Complete** the following fields:
 - i) Channel
 - Large Business Centre
 - eFiling
 - e@syFile™
 - IVR
 - Contact Centre Operations
 - Branch Office or Customs Office the relevant option will be displayed based on the selection made where the complaint is related to either Tax or Customs.
 - Post/Scanning
 - Fax and email
 - SARS Internet
 - SMS
 - VIP Office
 - PSU Office
 - Estates Unit
 - Tax Exemption Unit
 - EDI

Channel *	
Large Business Centre	
E-Filing	
e@syFile	
IVR	
Contact Center Operations	
Branch Office Operations	

ii) Process/Service Type

j) The process or service type is determined by which option is selected in the complaint details section, either Tax or Customs.

Process / Service Type *	Process / Service Type *
Return	New Registration/Licensing
Payment	Change of registered particulars
Refund	Declaration (Bill of Entry)
Penalties/Interest	Examination/ Inspection
Assessment Dispute	Ruling/ Determination

- i) Branch office the branch office selection will be determined by the type of complaint selected, either Tax or Customs.
- k) **Quality and Speed of Service**: This container will be displayed ONLY if the complaint category selected is **Quality and Speed of Service** and the following fields must be completed:
 - i) Process/ Service Type
 - ii) Branch office
 - iii) MRN Number this will be displayed if the complaint is related to Customs
 - The MRN number refers to the Movement Reference number allocated to a customs entry. iv) Date (CCYYMMDD)
 - v) Tax Year this will be displayed if the complaint relates to Tax
 - vi) Period this will be displayed if the complaint is related to Tax.



- vii) Refund Jacket No this will be displayed if the complaint is related to Customs
 - A DA 66 form is used for drawback and manual refund applications. All applications for drawbacks must be made on the prescribed DA 66, commonly referred to as a "Refund Jacket".
- viii) Date (CCYYMMDD)

Quality and Speed of Service			^
Process / Service Type *			÷ 1
Process / Service Type is a mandatory field.			
Branch Office			*
Tax Year		Period	
MRN Number	â	Date (CCYYMMDD) CCYY / MM / DD 💼 🔒	
Refund Jacket No.	â	Date (CCYYMMDD) CCYY / MM / DD 💼 💼	

I) Unresolved Service/Operational Matter: This container will be displayed ONLY if the complaint category selected is Unresolved Service and Operational Matters and the following fields must be completed:

i) Process/Service Type	
Process / Service Type +	*
Return	
Payment	
Refund	
Penalties/Interest	
Assessment Dispute	
Process Lenne : ye -	í
New Registration/Licensing	_
Change of registered particulars	
Declaration (Bill of Entry)	
Examination/ Inspection	
Ruling/ Determination	

- ii) Branch office
 - Branch Office Region
 - Gauteng East
 - Gauteng West
 - Free State
 - Northern Cluster
 - West & Eastern Cape
 - Kwa-Zulu Natal



Gauteng East	
Gauteng West	
Free State	
Northern Cluster	
West & Eastern Cape	
Kwa-Zulu Natal	
• Please select a Branch Office	
Branch Office	
Durban Harbour	
Richards Bay	
Kosi Bay	
East London	
King Shaka International Airport	

- iii) Approximate number of days outstanding
 - This refers to the period that the matter has remained unresolved according to the complainant
- iv) Tax Year this will be displayed if the complaint relates to Tax
- v) Period this will be displayed if the complaint is related to Tax.
- vi) MRN Number this will be displayed if the complaint is related to Customs
- The MRN number refers to the Movement Reference number allocated to a customs entry. vii) Date (CCYYMMDD)
- viii) Refund Jacket No this will be displayed if the complaint is related to Customs
 - A DA 66 form is used for drawback and manual refund applications. All applications for drawbacks must be made on the prescribed DA 66, commonly referred to as a "Refund Jacket".
- ix) Date (CCYYMMDD)

Unresolved Service / Operational Matter			^
Process / Service Type * Process / Service Type is a mandatory field.	* 1	Branch Office	¥
Approximate Number of Days Outstanding		Tax Year	
Period			
MRN Number	â	Dete (CCYYMMDD) CCYY / MM / DD	
Refund Jacket No.	ß	Date (CCYYMMOD) CCYY / MM / DD	

- m) **Missing/Lost Documentation**: This container will be displayed ONLY if the complaint category selected is **Missing/Lost Documentation** and the following fields must be completed:
 - i) Submission channel



ubmission Channel *	
arge Business Centre	*
Branch Office	
Post/Scanning	
Fax / Email	
E-Filing	
e@syFile	
	Ŧ

Submission Channel *	
Large Business Centre	-
Customs Office	- 1
EDI	
Post/Scanning	
Fax/Email	
E-Filing	

ii) Approximate date (CCYYMMDD)iii) Branch office – depending on the

Branch office – depending on the selection of the submission channel, the list of branch offices will be generated in a selection box.

Missing / Lost Documentation				~
Submission Channel *	* 1	Approximate Date (CCYYMMDD) * CCYY / MM / DD =	Branch Office	Ţ
Submission Channel is a mandatory field.		Approximate Date (CCYYMMDD) is a mandatory fi		

n) For example, if you select Customs Office as the Submission channel, the following options will be available.

Branch Office	
Durban Harbour	*
Richards Bay	
Kosi Bay	
East London	
King Shaka International Airport	
Pietermaritzburg	
	*

o) **Legal/Policy**: no further container will be populated on form.

3.3 Further Explanation of Complaint

a) This container will be displayed for all categories.

Further Explanation of Complaint	^
Further Explanation of Complaint *	<u>,</u> 1
Further Explanation of Complaint is a mandatory field.	

3.4 Declaration

a) This container consists of the following declaration by the individual or representative taxpayer:

'I hereby certify that the information supplied in this form and attached thereto is true and correct in every respect.'



Declaration		
I hereby certify that the i	information supplied in this form and attached hereto is true and correct in every respect.	X000000000000 X000000000000 Please ensure you sign over the 2 lines of "X's above
Date * 2024	÷ 0	For enquiries go to www.sars.gov.za or call 0800.00.7277

4 SAVED COMPLAINT

a) If you have opted to SAVE the complaint form and submit at a later stage, you can click on "**Saved Complaints**" tab to view the saved complaint forms.

Complaints	
New Complaint	
Saved Complaint	
Complaints History	

b) After you have completed the form, click the '**Save**' button.

Back Save Submit Complain	Print
South African Revenue Service	Complaints Management Form

c) Click the "**OK**" button to continue.

DETAILS
RESULT
Your complaint has been successfully saved.
Please note that you may click on the File button when you have completed all the outstanding information on your form, and this will submit it to SARS.
Continue

d) You will be able to view the saved Complaint Management form.



SAVED COMPLAINTS				
Complaints Status	Last Changed By	Created	Last Changed	<u>Open</u>
Saved	Mr	2024/07/02	2024/07/02	Open
Saved	Mr	2024/07/01	2024/07/01	Open
1				

e) Click on the "Open" Hyperlink and the Complaint Management Work Page will be displayed.

	WORK PAGE		Get ADOBE* FLASH* PLAYER	Get ADOBE" READER"
UPDATED BY		STATUS		
				Saved
FORM	STATUS	LAST UPDATED BY	DATE	CASE #
FORM Complaints Management Form	STATUS Saved	LAST UPDATED BY	DATE 2024/07/02	CASE #

f) You will have the option to delete the saved form by selecting the "**Delete Complaint**" button. Confirm the deletion by clicking the "**OK**" button on the prompt message.

This will delete the complaint fro continue.	om your saved list. Click on	OK to
	ок	Cancel

g) There will be no saved complaints and no records will be displayed.

SAVED	COMPLATNTS	
SAVED	COMPLAINTS	

Complaints Status	Last Changed By	Created	Last Changed	<u>Open</u>
Saved		2024/07/01	2024/07/01	Open
1				

5 SUBMISSION OF COMPLAINTS MANAGEMENT FORM (CM01)

a) Select the "**Submit Form**" button to submit the CM01 form to SARS.



b) A message will be displayed to indicate that the request has been successfully submitted to SARS.



DETAILS
RESULT
Your complaint has been successfully submitted.
Please note that you may follow up on the progress of your submission on the Complaint Work Page.
Should you make any changes to your Complaint using a different channel other than eFiling, please note that the status of your case on eFiling will not be updated.
Continue

c) Upon submission of the form, SARS will provide certain responses if the validations on the form have failed.

5.1 Invalid complaint

a) This message will be displayed when the complaint or the case number entered is invalid.

COMPLAINT MANAGEMENT	WORK PAGE			Get ADOBE* FLASH* PLAYER	Get ADOBE" READER"
UPDATED BY		STATUS			
					Validation Failure
Invalid Case Number					
FORM	STATUS		LAST UPDATED BY	DATE	CASE #
Complaints Management Form	Validation Failure		1	2024/07/02	
Delete Complaint					

b) If you click the "**Saved Complaints**" tab on the menu, the complaints form will be listed and the status will be indicated as "**Validation Failure**".

SAVED COMPLAINTS				
Complaints Status	Last Changed By	Created	Last Changed	Open
Validation Failure		2024/07/01	2024/07/02	Open
1				

5.2 Invalid complaint submission (Repeat Call Escalation (RCE) attached)

a) If you have previously submitted a complaint, a new submission will be rejected and the following message will be displayed.

COMPLAINT MANAGEMENT	WORK PAGE		Get ADDRE FLASHP PLAYER	Get ADOBE" REACKER
UPDATED BY	177	STATUS		Escalated
FORM	STATUS	LAST UPDATED BY	DATE	CASE #
Complaints Management Form	Escalated		2015/06/30	126346487
LETTER			DATE	
Escalation Case Created Letter			2015/06/25	
Escalation Case Created Letter			2015/06/25	



5.3 Rejected complaint case

a) In the case where the complaint case has been rejected by SARS, the status of the case will be updated on eFiling.

COMPLAINT MANAGEMENT W	ORK PAGE		Get Access FLASH* PLAYER	* Get ADDBP READEP
UPDATED BY		STATUS		
				Rejected
FORM	STATUS	LAST UPDATED BY	DATE	CASE #
Complaints Management Form	Rejected		2015/07/21	100515186
LETTER			DATE	
Confirmation of Complaint Received L	etter		2015/07/21	
Operate int Delection Letter				

6 COMPLAINT MANAGEMENT WORK PAGE

a) The Complaint Management Work Page will be displayed once you have completed a CM01 form and either saved or submitted the form.

	STATUS			
				Saved
ATUS		LAST UPDATED BY	DATE	CASE #
ved			2024/07/02	
PAGE			Get ADOBIP FLASH* PLAYER	Get ADOBL® READER®
	STATUS			
			Subr	nitted to SARS
ATUS		LAST UPDATED BY	DATE	CASE #
omitted to SARS			2024/07/02	
	PAGE TUS mitted to SARS	PAGE STATUS TUS mitted to SARS	PAGE STATUS TUS LAST UPDATED BY ILAST UPDATED BY ILAST UPDATED BY ILAST UPDATED BY	PAGE STATUS SUbn TUS LAST UPDATED BY DATE 2024/07/02

- b) A summary of the complaint will be displayed below the Complainant details containing the following information:
 - i) Form Type
 - ii) Submission Date
 - iii) Updated by
 - iv) Complaint Status
 - v) Status Date
 - vi) Case Number.



COMPLAINT MANAGEMENT	WORK PAGE		Get ADOBE	ER Get ADORP READER
UPDATED BY	ST	TATUS		900
	Mrs			Submitted to SAR
FORM	STATUS	LAST UPDATED BY	DATE	CASE #
FORM Complaints Management Form	STATUS Submitted to SARS	LAST UPDATED BY	DATE 2020	CASE #

c) On the summary section you will be able to upload supporting documents, query the status of the complaint with SARS or cancel the complaint.

Upload Supporting Documents	Query Complaint Status	Cancel Complaint

d) Upon successful submission of a valid complaint, a complaint case number will be created and indicated on the Complaint Management Work Page.

FORM	STATUS	LAST UPDATED BY	DATE	CASE #
Complaints Management Form	Submitted to SARS	Mrs.	2020	13

6.1 Query SARS Status

a) If you want to enquire the status of your complaint, click the "Query Complaint Status" button on the work page.

Query Complaint Status

b) Examples of the statuses that may be displayed are indicated below.

Query SARS Status	Query SARS Status
Thank you, we have received your complaint	We're currently assessing your complaint, thank you for your patience
ОК	ОК

7 UPLOAD OF SUPPORTING DOCUMENTS

- a) In the case where the user wants to upload supporting documents or has been requested by SARS to submit supporting documents, these documents can be submitted via eFiling.
- b) Ensure that the following standards are adhered to when supporting documents are uploaded:
 - i) The file type may be .pdf, .doc, .docx, .xls, .xlsx, .jpg and .gif to enable SARS to view the documents.
 - ii) The maximum allowable size per document may not be more than 5MB and a maximum of 20 documents may be uploaded.
- c) Click on the "**Upload Supporting Documents**" button. This will open the Supporting Documents section on the Complaint Management Work Page.

SUPPORTING DOCUMENTS	STATUS	TYPE	SIZE (Kb)	DATE	DOCS
Complaint Documents	Waiting for Documentation to be Uploaded	н	0	2020/09/22	0

d) Click on the "**Complaint Documents**" hyperlink and the "**Upload Supporting Documents**" screen will be displayed.



SUPPORTING DOCUM	IENTS FOR COMPLAINTS
For more information	n on how to use this functionality, please click here.
0	
UPLOAD SUPPORTING	DOCUMENTS
Please ensure that all doo	cuments are correctly classified and successfully uploaded before submitting this group.
Document Name: Choos	e File No file chosen Upload
Very important: • The following file typ • The maximum allowa • The following files ma • X Documents • X Password p • X Spread she • X Blank or en	es may be uploaded: .pdf, .doc, .docx, .xls, .xlsx, .jpg and .gif. bile size of each file uploaded may not exceed SMb per document. ay not be uploaded as they will result in the entire group of documents being rejected: with the same name. protected documents. bets with multiple sheets. npty documents.
UPLOADED DOCUMENT	s
No documents have been	uploaded.
DOCUMENT GROUP	
Please provide a group na	ame for all the documents that you have uploaded above.
Document group name	Complaint Documents
Status	Waiting for Documentation to be Uploaded
Submit to SAKS Back	

e) Click the 'Choose File' button to select the files that you want to upload.

Organize 💌 New fol	der				= • 🔟 🔞
 ★ Favorites ■ Desktop Downloads ③ Recent Places ▷ ◯ Libraries ▷ ◯ Computer 	Name	*		Date modified 2020/09/15 09:53	Type Adobe Acrobat D
▷ 🗣 Network File	۰ [III	 ✓ All Files Open 	▼ Cancel

- f) Click the "**Upload**" button to load the document onto the page.
- g) A message will be displayed to indicate if the file has been uploaded successfully. The file will be listed under the Uploaded Documents section of the Upload Supporting Documents page.



UPPORTING DO	CUMENTS	FOR CON	IPLAINTS			
Por more information	mation on how	to use this	functionality, please click he	ere.		
9						
UPLOAD SUPPOR	TING DOCUME	NTS				
Please ensure that	all documents a	are correctly	classified and successfully u	ploaded before submitting this gro	oup.	
Document Name: [Choose File No	file chosen		Upload		
File successfully upl Very important: • The following f • The maximum • The following f • X Docc • X Pass • X Spre • X Blan UPLOADED DOCU	loaded. file types may be a allowable size of files may not be uments with the sword protected ead sheets with m ik or empty docu MENTS	uploaded: .; f each file up uploaded as same name. documents. nultiple sheet ments.	odf, .doc, .docx, .xls, .xlsx, .jpg loaded may not exceed 5Mb per they will result in the entire grou ts.	and .gif. document. p of documents being rejected:		
Document Name	File Size	Success	File Status	Date / Time Uploaded	Open	Remove
Test.pdf	2441		Converted and stored	22/09/2020 01:26:54 PM	View	
Remove						
DOCUMENT GROU	JP					
Please provide a gr	oup name for a	ll the docum	ents that you have uploaded	above.		
Document group r	name Complair	t Documents	5 m			
Status						
	Uploade	d				

h) You will be able to view the document that was uploaded by clicking the "View" hyperlink.

Document Name	File Size	Success	File Status	Date / Time Uploaded	Open	Remove
Test.pdf Remove	2441		Converted and stored	22/09/2020 01:26:54 PM	View	

i) If you wish to remove the document, click the tick box under the Remove column and then select the "**Remove**" button.

Document Name	File Size	Success	File Status	Date / Time Uploaded	Open	Remove
Test.pdf	2441		Converted and stored	22/09/2020 01:26:54 PM	<u>View</u>	

j) Once you have removed the document, the "**Uploaded Documents**" section will indicate no documents or list the documents you have not selected to be removed.

UPLOADED DOCUMENTS	
No documents have been uploaded.	

k) To submit the uploaded documents, click the "Submit to SARS" button.



Document Name	File Size	Success	File Status	Date / Time Uploaded	Open	Remov
Test.pdf	2441	~	Converted and stored	22/09/2020 01:30:13 PM	View	
Remove						
OCUMENT GROUP						
Please provide a gro	up name for a	all the docun	ients that you have uploaded	above.		
-	STATES AND A STATES					

I) A message will be displayed to confirm submission of the documents, click "**OK**" to continue.

Are you sure that these are all the docus submit?	ments which you re	quire to
	ОК	Cancel

m) The Complaint Management Work Page will be displayed with the status of the Supporting Documents as "**Submitted**".

SUPPORTING DOCUMENTS	STATUS	TYPE	SIZE (Kb)	DATE	DOCS
Complaint Documents	Submitted	B	2441	2020/09/22	

8 CANCEL COMPLAINT

a) In the case where you wish to cancel your complaint, you can select the "**Cancel Complaint**" button on the work page.

Cancel Complaint

b) You will be prompted to capture a reason or comment why the complaint should be cancelled in the Comment field on the Complaint Cancellation Request page.

ase note, you must give a reason in c	rder to submit a cancellation request	
ason for cancelling this complaint:		

- c) After inserting the reason for cancellation, click the "Continue" button to proceed.
- d) A warning message will be displayed. Click "**Continue**" to proceed with the cancellation of the complaint.

Click on OK in order to continue.	ion request for an	Complaint
	ок	Cancel

e) The status on the Complaint Management Work Page will be updated to "Cancellation Requested".



OMPLAINT MANAGEMENT	WORK PAGE		Get ADOBE* FLASH* PLAYER	Get ADOBE" READ
UPDATED BY		STATUS		
	Mrs		Can	cellation Request
FORM	STATUS	LAST UPDATED BY	DATE	CASE #

f) If you click the "**Complaints History**" tab in the menu bar, the cancelled complaint will be listed.

Case Number	Complaints Status	Support Doc Status	Last Changed By	Created	Last Changed	<u>Open</u>
1	Cancellation Requested	Submitted	Mrs	2020/09/18	2020/09/18	Open
13	Submitted to SARS		Mrs	2020/09/16	2020/09/16	Open
1						

g) Once the cancellation request has been processed, the status of the Complaint will be updated to "Cancelled".

COMPLAINT MANAGEMENT	WORK PAGE					
UPDATED BY		STATUS				Cancelled
FORM	STATUS		LAST UP	DATED BY	DATE	CASE #
Complaints Management Form	Cancelled		Mr			100554670
SUPPORTING DOCUMENTS	STATUS		TYPE	SIZE (Kb)	DATE	DOCS
Complaint Documents	Submitted		в	78		1
LETTER					DATE	
Confirmation of Complaint Receiver	<u>i Letter</u>					

9 COMPLAINTS HISTORY

a) Once you have submitted the Complaints Management Form, you will be able to view the submitted form in the Complaints History menu.



b) Click the "**Open**" Hyperlink on the Complaints History page.

OMPLAINTS HI	STORY					
Case Number	Complaints Status	Support Doc Status	Last Changed By	Created	Last Changed	<u>Open</u>
N/A	Submitted to SARS			2020/08/18	2020/09/22	Open



c) You will be directed to the Complaint Management Work Page.

UPDATED BY		STATUS		
	Mrs			Submitted to SAF
FORM	STATUS	LAST UPDATED BY	DATE	CASE #
Compleints Management From	Submitted to SARS	Mre	2020	13

d) If you have not submitted any complaint forms to SARS, there will be no records to display on the Complaint History page.

COMPLAINTS HIS	STORY					
Case Number	Complaints Status	Support Doc Status	Last Changed By	Created	Last Changed	Open
No Records available f	or your selection.					

10 VIEW NOTIFICATIONS

• On the Complaint Management Work Page, a section will be displayed that will have all the letters issued regarding the complaint.

UPDATED BY		STATUS		
	Mrs			Submitted to SAF
FORM	STATUS	LAST UPDATED BY	DATE	CASE #
Complaints Management Form	Submitted to SARS	Mrs	2020	1
Jpload Supporting Documents	uery Complaint Status Cancel Complaint			
LETTER			DATE	
			-	

• Click the hyperlink of the letter that you would like to view.

LETTER	DATE
Confirmation of Complaint Received Letter	2020

• The letter will be displayed as indicated below.



	Enquiries should t	e addressed to SARS:
	SARS Alberton 1528	CMO Tel: 0860 12 12 16 SARS online: www.sars.gov.za
	Details	
	Taxpayer Reference Case No: Issue Date:	Aways quote this reference number when contacting SAR: 2024/07/09
Dear J		
ACKNOWLEDGEMENT OF RECEIPT OF COMPLA	NT	
The South African Revenue Service (SARS) acknowle	edges receipt of your complain	t on 2024/07/09.
Should you have any queries relating to this letter, ple	ase call the Complaint Manag	ement Office on 0860 12 12 16.
Should you have any other queries not relating to this Remember to have your taxpayer reference number a	complaint please call the SAF at hand when you call to enable	RS Contact Centre on 0800 00 SARS (7277). e us to assist you promptly.
Sincerely		

ISSUED ON BEHALF OF THE SOUTH AFRICAN REVENUE SERVICE

Sincerely



11 REFERENCES

11.1 Cross References

DOCUMENT NUMBER	DOCUMENT TITLE
GEN-ELEC-18-G01	How to Register for eFiling and Manage Your User Profile

11.2 Reference to Role, Functional Area, or Division

Where an Organisational Structural change occurs with or without modifications, any reference in this document to a role, functional area or division under the former organisational structure, unless the contrary intention appears, shall be construed to be a reference to that role, functional area or division under the new Organisational Structure.

12 DEFINITIONS AND ACRONYMS

Link for centralised definitions, acronyms, and abbreviations: <u>Glossary A-M | South African Revenue Service</u> (sars.gov.za)

DISCLAIMER

The information contained in this guide is intended as guidance only and is not considered to be a legal reference, nor is it a binding ruling. The information does not take the place of legislation and readers who are in doubt regarding any aspect of the information displayed in the guide should refer to the relevant legislation or seek a formal opinion from a suitably qualified individual.

For more information about the contents of this publication you may:

- Visit the SARS website at www.sars.gov.za;
- Make a booking to visit the nearest SARS branch;
- Contact your own tax advisor / tax practitioner;
- If calling from within South Africa, contact the SARS Contact Centre on 0800 00 SARS (7277); or
- If calling from outside South Africa, contact the SARS Contact Centre on +27 11 602 2093 (only between 8am and 4pm South African time).