

# SARS Tax Practitioner Readiness Programme

# Module 8 Part 3: Complaint Management

# Learning Objectives

At the end of this module, you are expected to understand:

- what is a complaint,
- different categories of complaint,
- how to lodge a complain, and
- what to expect from SARS after you complained.

# What is a Complaint?

A complaint is a grievance, or any form of dissatisfaction experienced by a taxpayer, trader or representative in relation to a SARS process which was not followed properly or service that was not rendered adequately and not within the prescribed turnaround times as per the Service Charter.

A complaint process does not replace the dispute process under the provisions of chapter 9 of the Tax Administration Act.

# Before Lodging a Complaint

- Engage the supervisor or manager at the point of contact.
- Call the Contact Centre on 0800 00 7277 if the matter has still not been resolved.
- Ensure that you have a case number in relation to the unresolved matter. You may need this number if you wish to lodge a complaint.

# Categories of Complaints

No	Category	Example
1	Legal/Policy	For example, debit cards not accepted for payments.
2	Employee behaviour/Competence	For example, agent X was rude, or agent did not know how to assist me.
3	Channel experience/environment/technical issues	For example, contact centre is very slow to answer, or there is no parking at branch X.
4	Quality and speed of service*	For example, incorrect resolution of request, or it took 6 months to process my banking detail change.
5	Unresolved service/operational matter*	For example, turn-around-time exceeded and my return has not yet been processed.
6	Missing or lost documentation*	For example, I have submitted my return, but SARS cannot find it.

# How to Lodge a Complaint

## You can lodge a complaint with SARS in the following ways:

- Via eFiling - click here to [login to eFiling](#) and lodge a complaint. See our [step-by-step guide](#) on how to lodge a complaint via eFiling. Please note that you have to be registered on eFiling. If not registered yet, [click here](#).
- Visit your nearest [SARS Branch](#) - Remember to make an [appointment](#) first.
- By calling the SARS Complaints Management Office (CMO) on a toll-free number: 0800 12 12 16.

### Note:

The complaint form is not available for download or for printing and posting. It is an online form only available for taxpayers to complete on eFiling or it can be completed on behalf of the taxpayer by a SARS agent at the CMO, Contact Centre, a Branch or a Mobile Tax Unit.

# Case Number When Lodging a Complaint

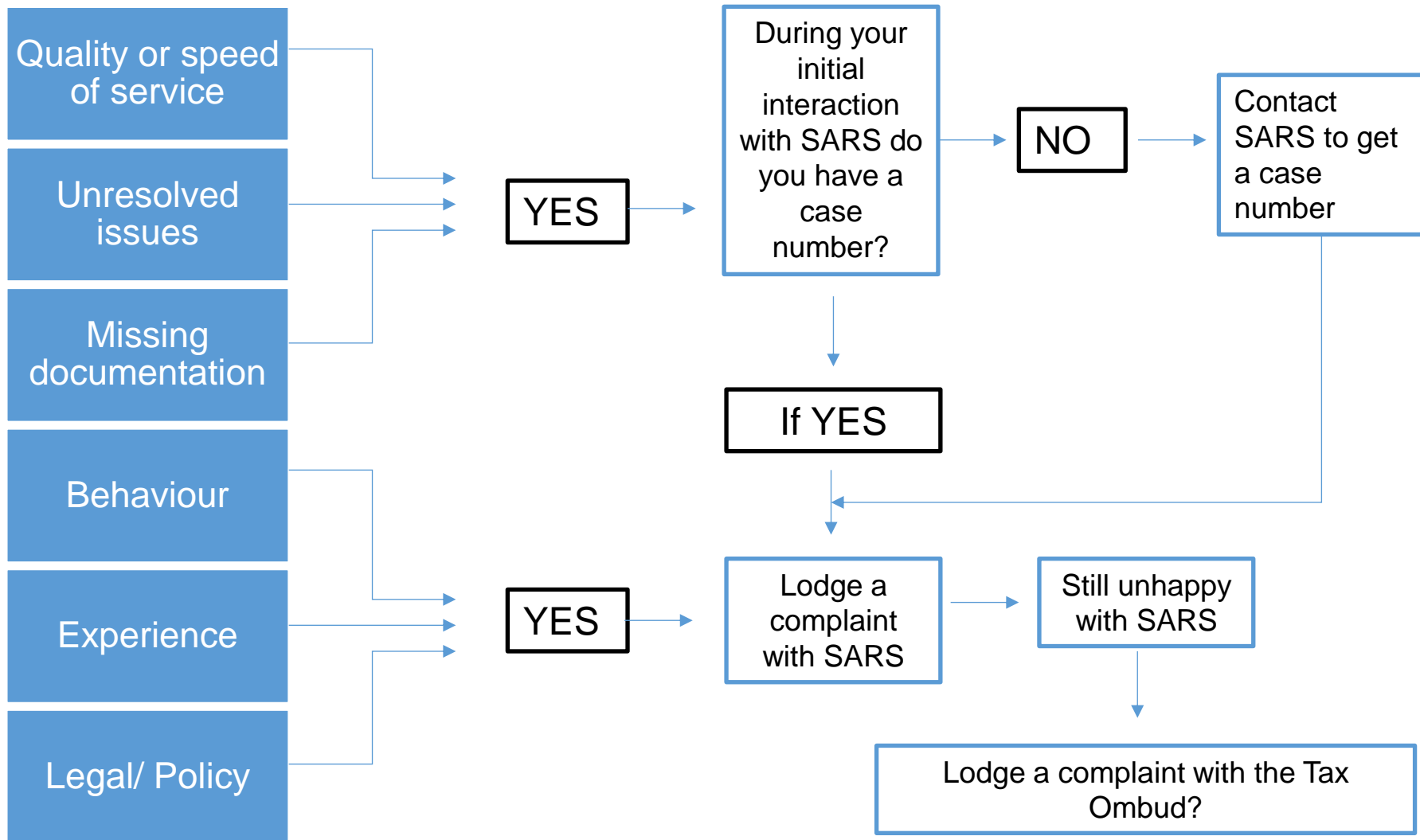
When lodging a complaint:

- No case number is required for the complaints of the following categories:
  - legal/policy,
  - SARS employee behavior / competency, and
  - channel experience / environment / technical issues.
- A case number is required for the following categories:
  - quality and speed of service,
  - unresolved service/operational matter, and
  - missing or lost documentation.

The complaint in these categories will only be accepted if there is already a case logged and the case number is inserted on the form. It can either be the original case number or a follow-up case number.



# Process to Lodge a Complaint



# What to Expect after You Complained

What to expect from SARS:

- when you have lodged your complaint, you will receive an acknowledgement on the same day, and
- the resolution date will be a maximum of 21 business days after the complaint was lodged.

If you are still not satisfied with the outcome, you may follow the [Tax Ombud process](#).



Thank you  
Re a leboha  
Re a leboga  
Ndza Khensa  
Dankie  
Ndi a livhuwa  
Ngiyabonga  
Enkosi  
Ngiyathokoza