



SARS Tax Practitioner Readiness Programme

Module 8 – Part 3

Complaints & Escalations Management

Learning Objectives

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

- Understand the SARS complaint management process
- Understand the channels of resolution of complaints
- Understand the escalation process when service issues are unresolved

SARS AT YOUR SERVICE

- We want to provide you with a high standard of service
- We know how important it is to get things right, so we are always looking for ways to improve.
- As part of our improved service delivery, we have introduced a mechanism for you to lodge a complaint.
- At SARS we certainly would like to know when you're happy with our service. So, if you want to pass on a compliment to one of our staff or even to a group of us, it's easy please notify us and we'll make sure it reaches the right people.

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.

NB: A complaint does not replace the lodging of an objection/ appeal if you are unhappy with the:

- Outcome of an assessment
- If you disagree with an administrative penalty
- If you disagree with an understatement penalty

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.

First Steps in Resolving Service Issues

- Engage the supervisor or manager at the point of contact
- Schedule an appointment to visit a branch
- Visit a mobile tax unit
- Call the Contact Centre on 0800 00 7277

Lodging of Complaints

You can lodge a complaint to SARS in the following ways:

1. Through eFiling, fax, post or email
2. Scheduling an appointment to visiting a branch (including Branch Offices, Large Business Centre and Branch Office Engagement sites)
3. Calling the CMO hotline 0860 12 12 16

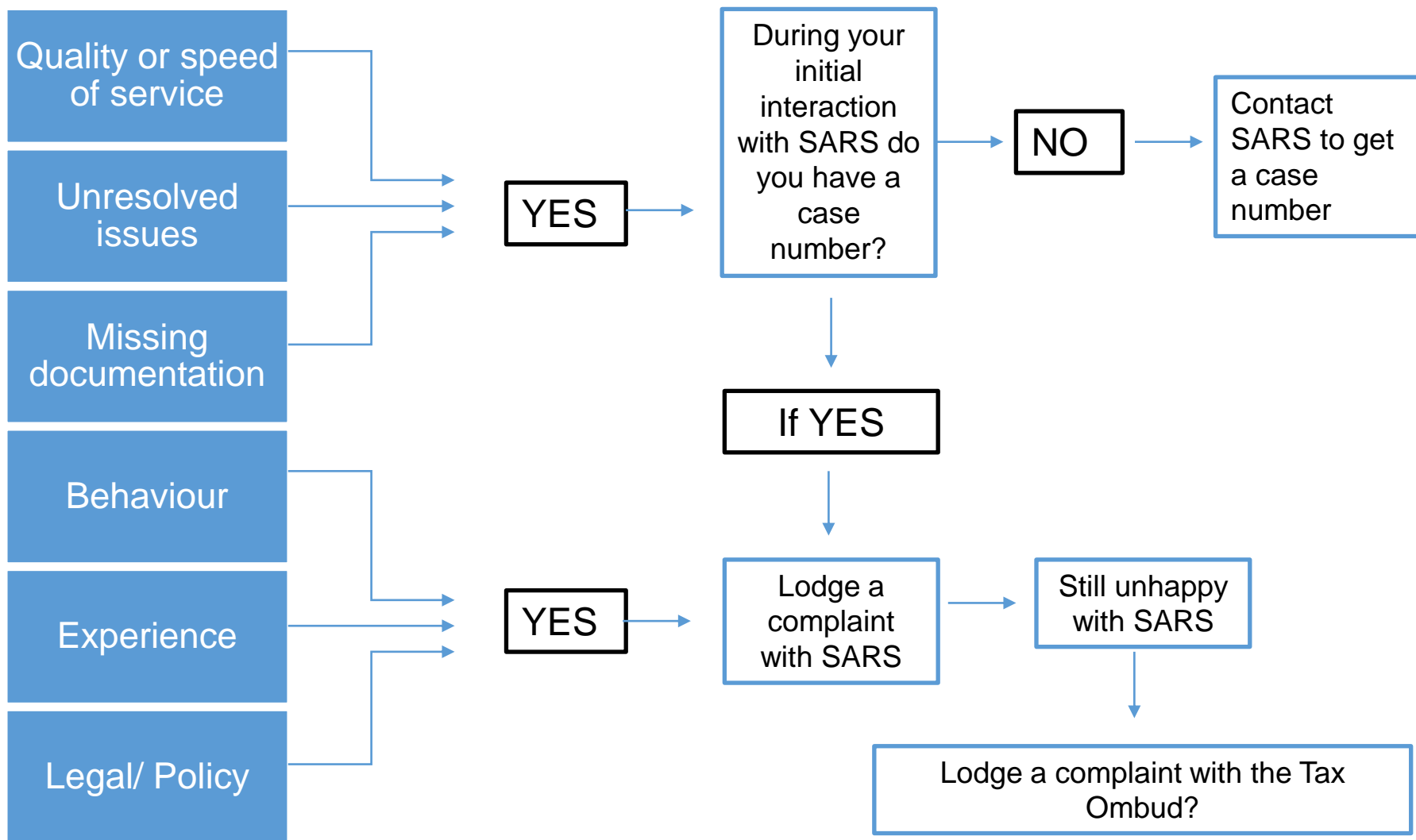
Please note that:

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

What to expect after you complained

- You will receive an SMS or email notification at various stages of the process:
- When you've logged your complaint, you will receive an acknowledgement notification the same day.
- The resolution date will be a maximum of 21 days after the complaint was logged.

Lodging of Complaints



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