



9 July 2021

T Barnett  
fyi-request-15779-e428d6a9@requests.fyi.org.nz

Dear T Barnett

Thank you for your request made under the Official Information Act 1982, received on 14 June 2021. You requested Inland Revenue's policies/procedures for dealing with complaints.

Inland Revenue has a dedicated Complaints Management Service (CMS) Team that provides an objective and impartial avenue for customers to resolve complaints that have been unable to be resolved through the usual business process.

Inland Revenue's complaint procedures are publicly available on the [Complaints, compliments and disputes](#) page on the Inland Revenue website.

The website page outlines that:

- Formal complaints can be made through completing the [complaints form](#), or by contacting the CMS Team by sending a message through myIR, calling them or writing to them by post.
- Complaints cases will be managed and assigned to a case management officer who will liaise with the areas involved with the complaint. They will keep the complainant informed of the status of the complaint and the outcome, and get in contact if more information is required.
- Complaints can be escalated further at any time to the [Office of the Ombudsman New Zealand](#) to review decisions made by Inland Revenue.
- A separate [dispute process](#) is followed if an assessment or decision regarding tax or child support is in dispute.

Every complaint received through the CMS Team is acknowledged within one working day, assessed and given the appropriate priority in accordance with the urgency of the issue raised.

Inland Revenue aims to resolve a complaint case within 10 working days. However, the length of time to resolve a complaint case depends on its complexity and case management officers discuss this with the complainant.

Learning from complaints is an essential part of Inland Revenue's commitment to continual quality improvement. Regular performance monitoring and reporting of complaints is readily available to Inland Revenue staff.

Thank you again for your request.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Meade Perrin', with a long horizontal flourish extending to the right.

Meade Perrin  
**External Relationships Leader**