



Making complaints about the Inland Revenue Department (IRD)

Easy Read

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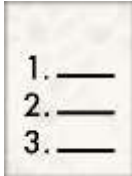
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Before you start



This is a long document.



While it is written in Easy Read it can be hard for some people to read a document this long.

Some things you can do to make it easier are:



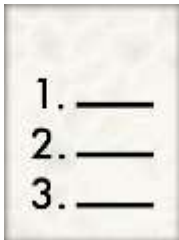
- read it a few pages at a time
- have someone to assist you to understand it.

Hard words



There are some words in this book that may be hard to understand.

These words are in **large print**.



Go to the **List of hard words** on **page 22** if you want to know what the words mean.

About IRD



The Inland Revenue Department (IRD) is a **government agency**.



Government agencies report to the Government.



IRD collects money for the Government.

This money is called **revenue**.



It does this by getting **tax** from people and businesses.



This money is given to the Government.



The Government uses this money to pay for things like:



- healthcare



- education



- benefit payments



- police



- prisons



- building roads.



The Ombudsmen Act (OA) tells the Ombudsman what complaints we can deal with.



The Ombudsman can look into complaints about IRD when they are about:



- **administrative conduct** – how IRD is run



- getting **official information** from IRD.



This fact sheet is **only** about complaints about how IRD is run.



For information about complaints to do with getting official information read our booklet called:

Making or complaining about requests for Official Information.

Complaints about IRD the Ombudsman cannot look into



The Ombudsman **cannot** normally look at:



- decisions on **tax assessments**



- your case if you have paid too little tax – you will have to pay the money back and pay a **penalty**.



We cannot look into these things because you can get it looked into through the IRD **resolution process**.

If the resolution process does not work
you can then go to:



- the **Taxations Review
Authority**

or



- a court.



You will find out more about these things
when IRD sends you your tax
assessment information.

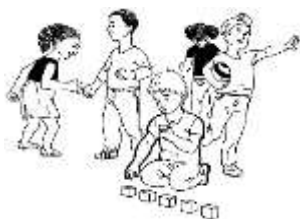


Your tax assessment will tell you how
much tax to pay.

It will tell you if there is a problem with
your tax.



You can **visit the IRD website** to find out more information:
www.ird.govt.nz



The Ombudsman **cannot** normally look into decisions about how much **child support** you get.



This is because there are other ways to sort this out:



- you can ask the IRD to have another look at your child support payments



- if you are not happy with what the IRD says you can **appeal** to the **Family Court**.



The Ombudsman cannot normally look into complaints about IRD decisions if they can be looked at by a court or **tribunal.**

Complaints about IRD the Ombudsman can look into



The Ombudsman **can** look into complaints about IRD when it is about how IRD is run.



This means we **can** look into complaints about things IRD have done like:



- taking too long to reply to an email or letter you have sent them



- taking too long to look at your tax problem



- giving you bad service.

The Ombudsman **can** also look into decisions the IRD has made when they cannot be looked at by a court or tribunal.



This means we **can** look into complaints about when:



- the IRD have said no to giving money back to you



- the IRD have said no if you have asked for help to pay your tax because you do not have much money



- the IRD have taken money from your bank account for the wrong reason



- you have paid too much money back for your student loan and want that money back
- you have paid too much money back for your student allowance.

What you need to do before you contact the Ombudsman



You need to do some things first before you talk to the Ombudsman.



If you **do not** do these things we may decide we **cannot** investigate your complaint.



If you have a complaint about IRD you need to take your complaint to IRD first.



The **IRD website** has information about the complaints process:

www.ird.govt.nz

You can make a complaint to IRD by:



- **calling:**

0800 274 138



- using the **online complaint form** at:

www.ird.govt.nz



- **faxing:**

04 890 4561



- **writing a letter** to:

IRD Complaints Management Service

Inland Revenue Department

PO Box 2198

Wellington 6140

How to make a complaint to the Ombudsman



If you **have not** been able to sort out your problem with IRD you can contact the Ombudsman.



We will look at your complaint to see if we can help you.



When you make a complaint to the Ombudsman make sure you:

- tell us about what IRD did to worry you



- tell us about why you think IRD **have not** done the right thing



- give us all the information you have about what IRD did



- give us all the information about the things you did to try to sort out your problem



- give us copies of documents, letters and information you have about your complaint



- tell us what you would like to happen to fix your problem.

You can make a complaint to the Ombudsman by:



- calling us:
Free Phone: 0800 802 602



- using our online complaint form:
www.ombudsman.parliament.nz



- emailing us:
info@ombudsman.parliament.nz



- writing us a letter and posting it to:
The Office of the Ombudsman
P.O. Box 10152
Wellington 6143



- faxing us:
Fax: 04 471 22 54



Our offices are open:

8:30am to 5pm Monday to Friday.



Call to make a time if you need to come
and see us.

There is an Ombudsman office in
Auckland, Wellington and Christchurch:



Auckland

Level 10, 55–65 Shortland Street,
Auckland 1010

Wellington

Level 7, 70 The Terrace,
Wellington 6011

Christchurch

Level 2, 138 Victoria Street,
Christchurch 8013

List of hard words



Administrative conduct

Administration means the way a group of people run an agency or organisation.

Conduct is the way people behave or do things.

Administrative conduct is the way an agency is run by people.

Appeal

An appeal means to ask the Court to have a decision made by IRD looked at again.

The Court might say:



- IRD was right
- IRD was wrong.



Child support

Child support is the money a parent pays to the other parent to help look after a child or children.



This normally happens when 2 parents separate or get **divorced**.

Divorced means 2 people stop being married.



Official information

Official information is the information a government agency has.

You can ask to see official information.



Penalty

A penalty happens when you do something wrong and break a rule or law.

A penalty could be like having to pay more money because you did not pay the right tax.



Resolution process

Resolution means to sort out a problem and you are happy with how it was sorted out.

Process means the steps that have to be taken to sort out the problem.



Revenue

Revenue is money that is collected by IRD when people pay their tax.



This money is given to the Government so they can pay for things like health and education.



Tax

Tax is the money you have to pay to IRD when you have a paid job.

A little bit of every dollar you earn is paid to IRD in tax.



Tax assessment

A tax assessment is when IRD decide how much tax you should pay.



This means they look at how much money you make and decide how much tax you need to pay.



Tribunal

A tribunal is like a court.

Other Ombudsman fact sheets



We have made other fact sheets about making complaints to other agencies.



They are all in Easy Read.

The other fact sheets are about making complaints about:



ACC (Accident Compensation Corporation)

EQC (Earthquake Commission)



Immigration New Zealand

Oranga Tamariki – Ministry for Children



Work and Income.



This information has been translated into Easy Read by
People First New Zealand Inc.– Ngā Tāngata Tuatahi

