



## **COMPLAINTS REPORT FOR THE PERIOD ENDED 30 JUNE 2018**

During the period 1 July 2017 to 30 June 2018 there were eight complaints against Fellows of the National Tax Agents' Association Ltd.

1. A Fellow's Tax Agents' License was terminated by the TPB for breaching TASA.  
Accordingly the NTAA have suspended the Fellow in line with the TPB decision.
  
2. A Fellow was accused of issuing an invoice for unsolicited work.  
The Fellow's response satisfied the Association's requirements to continue practising as a Fellow.
  
3. The Fellow notified us of an internal breach of data.  
The Fellow's response and undertakings satisfied the Association's requirements to continue practising as a Fellow.
  
4. A Fellow was accused of not preparing financial statements to a professional standard.  
The case is still pending.
  
5. A Fellow was accused of providing inaccurate financial advice in the establishment of 2 SMSF's.  
Correspondence was sent to the Fellow requesting an explanation.  
The Fellow's response and undertakings satisfied the Association's requirements to continue practising as a Fellow.
  
6. A Fellow was accused of escalating a disputed invoice to the debt collectors unjustly.  
The case is still pending.
  
7. The TPB contacted a Fellow for failing to complete the Annual Declaration in the time allocated.  
The Declaration has since been completed.

8. A Fellow was accused of issuing an unauthorised invoice.

Based on the facts presented, the association is satisfied that the Fellow was not at fault.