



**COMPLAINTS REPORT
FOR THE PERIOD ENDED 30 JUNE 2016**

During the period 1 July 2015 to 30 June 2016 there were five complaints against Fellows of the National Tax Agents' Association Ltd.

- 1) A Fellow was accused of misrepresentation.

Correspondence was sent to the Fellow requesting an explanation.

The Fellow's response did not satisfy the Association's requirements to continue practising as a Fellow and their Fellowship was revoked.

- 2) A complaint was made against a Fellow regarding the preparation of trust account audits outside their scope of qualifications.

Correspondence from the Association 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.

- 3) A Fellow was accused of lodging inaccurate taxation returns on a client's behalf.

Correspondence from the Association was sent to the Fellow requesting an explanation.

The Fellow's response satisfied the Association's requirements to continue practising as a Fellow.

- 4) A complaint was made against a Fellow regarding a conflict of interest.

Correspondence from the Association was sent to the Fellow requesting an explanation.

This case is still pending.

- 5) A Fellow was accused of taking an excessive amount of time to produce a client's financial reports for the ATO.

Correspondence from the Association was sent to the Fellow requesting an explanation.

After multiple attempts at contacting the Fellow were not responded to, their NTAA Fellowship was suspended.

The Fellow's response was eventually received, and satisfied the Association's requirements to continue practising as a Fellow after receiving clear undertakings in respect of future behaviour.