



**COMPLAINTS REPORT
FOR THE PERIOD ENDED 30 JUNE 2013**

During the period 1 July 2012 to 30 June 2013 there were two complaints against Fellows of the National Tax Agents' Association Ltd.

- 1) The complaint was from a client for failure to exercise due diligence.

A letter from the Association was sent to the client advising them to forward us the outcome of legal proceedings.

An outcome from legal proceedings is still pending.

- 2) The complaint was from a client for failure to lodge a return correctly.

A letter from the Association has been sent to the Fellow. The matter is still pending.