



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.