



**COMPLAINTS REPORT
FOR THE PERIOD ENDED 30 JUNE 2020**

During the period 1 July 2019 to 30 June 2020 there were two complaints against Fellows of the National Tax Agents' Association Ltd.

1. A Fellow was accused of withholding documents.

Matter resolved between parties.

2. A Fellow was accused of overcharging for work without prior communication.

Matter resolved between parties.