



**COMPLAINTS REPORT
FOR THE PERIOD ENDED 30 JUNE 2015**

During the period 1 July 2014 to 30 June 2015 there were three complaints against Fellows of the National Tax Agents' Association Ltd.

- 1) A Fellow accused of breaching a partnership split contract by unfairly contacting clients.

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

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

- 2) A complaint against a Fellow regarding a billing dispute with a client.

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

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

- 3) A Fellow accused of issuing inaccurate information to clients via a newsletter.

Correspondence from the Association requested the Fellow advise newsletter recipients of the error.