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**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NUMBER: 1614 [NW1819E]**

**DATE OF PUBLICATION: 9 JUNE 2017**

**1614. Adv A de W Alberts (FF Plus) to ask the Minister of Finance:†**

(1) What number of complaints has been submitted each year in each category to the tax ombudsman since his appointment in October 2013:

Number of complaints each year

|  |  |
| --- | --- |
| **Financial period** | **Total number** |
| 2013/14 | 156 |
| 2014/15 | 1270 |
| 2015/16 | 2133 |
| 2016/17 | 3188 |

***Note: It is not possible to provide details relating to categories because each complaint may have more than one category.***

(2) What number of complaints, if possible in each category, indicated as (a) percentages and (b) numbers in each specified year was (i) successful and (ii) unsuccessful?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  **Year** | **% Successful** | **Number** | **% Unsuccessful** | **Number** |
| 2013/14 | 59% | 92 | 41% | 64 |
| 2014/15 | 32% | 409 | 68% | 861 |
| 2015/16 | 59% | 1172 | 41% | 961 |
| 2016/17 | 45% | 1236 | 55% | 1490 |

***Note: 1. It is not clear what is meant by “successful” and “unsuccessful” in this question. The answers above were provided on the basis that successful means that the complaint was successfully lodged in that it falls within the Tax Ombud’s mandate and unsuccessful means the complaint falls outside the TO’s mandate.***

***2. As at 31 March 2017, there were 462 complaints yet to be validated.***

NW1819E