

# **A brief guide on complaints**

**How and where to lodge complaints?**

## **Complaining to the Complaints Officer**

If you are unhappy with the way the Department has handled your tax affairs, you may lodge a complaint with the Complaints Officer on the following grounds:

- ◆ Mistakes
- ◆ Delays
- ◆ Improper or misleading advice
- ◆ Discourteous staff behaviour

## **What the Complaints Officer does not handle**

It will be more effective for you to contact the Assessor in charge of your tax file in the first instance on the following issues:

- ◆ Objection to assessment
- ◆ Holdover of provisional tax charged
- ◆ Enquiries

By our experience, better communication between taxpayers and Assessors will help resolve matters. For most of the cases, taxpayers' doubts and grievances can be relieved after clarification of their tax matters with the Assessors.

## **What information to supply**

If you decide to make a complaint, please supply us with the following information:

- ◆ your name in full and the relevant file number(s)
- ◆ the relevant date(s), time(s), place(s) and person(s) involved
- ◆ a description of your complaint including what was said or promised by the person(s) involved and copies of relevant documents, if available
- ◆ your point of contact, like your telephone number, address and e-mail address

Complaints can be made in writing, by phone or in person. We would appreciate it if you make a complaint in writing. This ensures that your points of complaint will not be misunderstood.

## **Ways to contact the Complaints Officer**

The Complaints Officer is responsible for handling all complaints of the Department and is directly accountable to the top management in ensuring the proper investigation and follow-up of complaints.

You may contact the Complaints Officer:

- ◆ By post : GPO Box 11234, Hong Kong
- ◆ By fax : 2802 7625
- ◆ By e-mail : [taxinfo@ird.gov.hk](mailto:taxinfo@ird.gov.hk)
- ◆ By telephone : 2594 5000
- ◆ In person : 37/F, Revenue Tower, 5 Gloucester Road, Wan Chai,  
Hong Kong

### **Office hours :**

Monday to Friday	8:15 am to 12:30 pm 1:30 pm to 5:30 pm
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## **Response time**

We will respond immediately to your complaint where the information is readily available on computer. In other cases, we will provide a written reply within 15 working days of receipt of the complaint. Meanwhile, we will send an interim reply to you within 7 working days.

## **Where can I obtain general tax information and advice**

If you need tax information or assistance, you may:

- ◆ visit the IRD Web site at <http://www.ird.gov.hk>
- ◆ telephone the Enquiry Service Centre (187 8088)
- ◆ visit the Enquiry Service Centre at 1/F Revenue Tower, 5 Gloucester Road, Wan Chai, Hong Kong

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