



# YOU ARE NOT ALONE THIS TAX SEASON.

You matter. Your tax complaints matter. #TaxpayersRightsMatter

## #DidYouKnow

the Office of the Tax Ombud offers FREE and independent support to taxpayers who have not been successful in resolving their tax complaints with SARS?



### WE CAN ONLY HELP YOU IF YOU DO YOUR PART

As a taxpayer, you have the right to be treated fairly – however, you also have the responsibility to be compliant when filing your tax returns. While we are 100% committed to protecting the rights of taxpayers, we can only assist taxpayers who are compliant with the rules of SARS and the tax laws of South Africa.



### WE CAN ONLY HELP YOU IF YOU FOLLOW THE CORRECT PROCESS

Before we can help you resolve your complaints, you need to **submit your complaints** to the SARS Complaints Management Office (CMO) and give them **21 working days** to try to resolve it. Only if they are unsuccessful or you are unhappy with the resolution, can we step in and be of service to you. Remember, we fight for what is right.

Help us protect your rights by doing your part as a taxpayer – because it starts with you. For assistance, contact us on 0800 662 837.

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OFFICE OF THE  
**TAX OMBUD**  
*Ensuring fairness*