

# How we will work with you

Inland Revenue collects money to pay for public services. We help people to meet their obligations and receive their entitlements. We work within the Inland Revenue Acts and other relevant laws, and our actions are consistent with the spirit of the Treaty of Waitangi.



## How we will work with you

- We will be easy to deal with, prompt, courteous and professional.
- We will follow through on what we say we will do.
- We will be responsive to individual, cultural and special needs.
- The person you are dealing with will give you their name.
- We will value your feedback and use it to improve our services.



## Reliable advice and information

- We will provide you with reliable and correct advice and information about your entitlements and obligations.
- We will assist you to get in touch with the right people for your needs.
- We will be well-trained and competent.
- We will keep looking for better ways to provide you with advice and information.



## Confidentiality

- We will treat all information about you as private and confidential, and keep it secure. We will only use or disclose it in accordance with the law.



## Consistency and equity

- We will apply the law consistently so everyone receives their entitlements and pays the right amount.
- We will take your particular circumstances into account as far as the law allows.



## Your right to question us

- We will make it easy for you to question the information, advice and service we give you. We will inform you about options available if you disagree with us, and we will work with you to reach an outcome quickly and simply.

For this charter to work effectively, we rely on each customer to provide all relevant information when dealing with Inland Revenue.

**Robert Russell**  
Commissioner of Inland Revenue

# We're committed to good service

IR 614  
March 2009

Our charter outlines the standards of service you can expect when dealing with Inland Revenue. If you believe we haven't met a service standard, we'd like to know about it and have the chance to make it right for you.

## If you're not happy about the service you've received ...

The quickest and easiest way to resolve it is usually with the staff member you've been dealing with, or our customer service representatives. They're available from 8 am to 8 pm Monday to Friday, and 9 am to 1 pm Saturdays.

Call one of the 0800 numbers on this page and have your IRD number with you when you call, it will speed up the process.

## If you're still not satisfied, or the complaint involves a staff member ...

Ask to speak to their manager.

## At any stage, if you're not satisfied with the way your complaint has been dealt with ...

Our Complaints Management Service can take a fresh look. Call 0800 274 138 between 8 am and 5 pm weekdays.

If you prefer, send us your complaint in writing and include the following information:

- your contact details
- your IRD number
- a brief description of your complaint and any steps you've taken to try to resolve it
- copies of documents you think are relevant.

Send to the Complaints Management Service, Inland Revenue Department, PO Box 1072, Wellington.

## If you disagree with how we're assessing your tax or child support...

You may need to follow a formal disputes procedure. You can discuss this with one of our customer service representatives. Just call one of the free 0800 numbers listed at the side of the page.

## We're committed to dealing with your complaint promptly, fairly and fully ...

If we can't resolve your complaint immediately, we'll keep you informed of progress.

If we can't resolve it to your satisfaction, you can take your complaint to the Ombudsmen. You can call free on 0800 802 602 or write to the Office of Ombudsmen, PO Box 10-152, Wellington.

## Numbers to call

Personal tax enquiries  
**0800 227 774**

Business tax enquiries  
**0800 377 774**

Child support enquiries  
**0800 221 221**

Complaints Management Service  
**0800 274 138**

Free calling does not apply to cellular calls