

## EXTERNAL GUIDE

# GUIDE TO THE COMPLAINTS FUNCTIONALITY ON EFILING

## REVISION HISTORY TABLE

Date	Version	Description
02-10-2020	2	Updated the guide with the HTML5 format of the form and eFiling redesigned screens.

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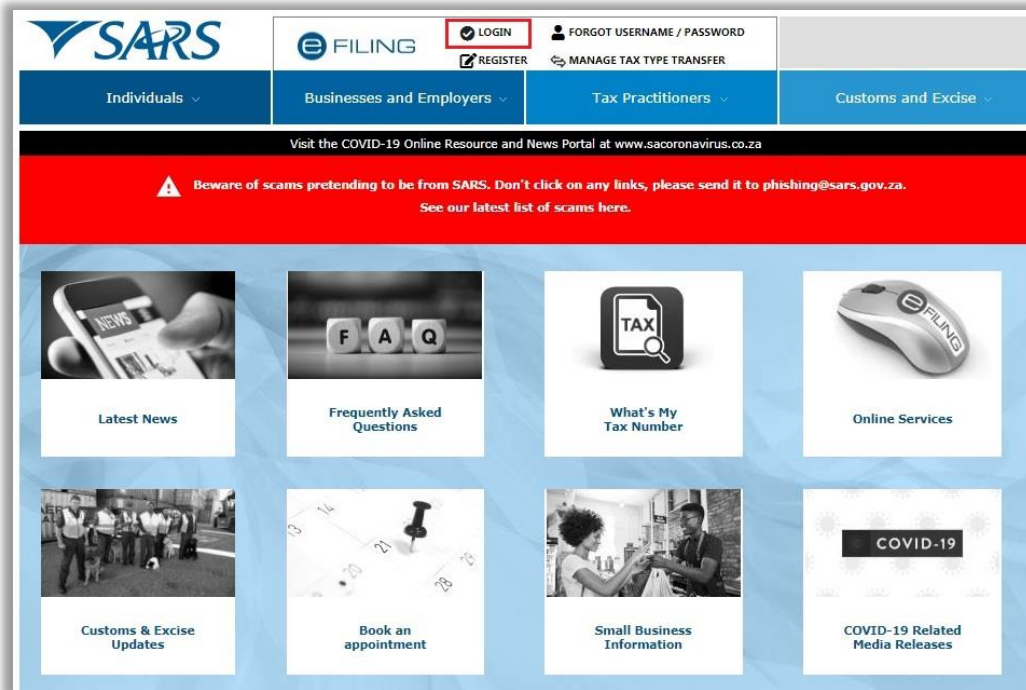
## 1 PURPOSE

- This guide in its design, development, implementation and review phases is guided and underpinned by the SARS Strategic Plan 2020/21 - 2024/25 and the applicable legislation. Should any aspect of this guide be in conflict with the applicable legislation the legislation will take precedence.
- The guide is designed to assist taxpayers, traders and representatives to understand the eFiling function of the enhanced complaints process.

## 2 INTRODUCTION

- As part of improved service delivery, the South African Revenue Service (SARS) has introduced a new complaint management process that will facilitate how taxpayer complaints are lodged, tracked and resolved through electronic channels.
- A complaint is defined as a grievance or some form of dissatisfaction experienced by the taxpayer, trader or representative, in relation to a “process” (including queries, returns or any service request) that is not adequately resolved by any of the SARS offices according to the complaints perspective.
- Any mature organisation must provide its clients with a means to communicate any dissatisfaction with their experience when interacting with the organisation in general or more specifically with regards to a service rendered.
- The following complaint categories exist:
  - **Legal/Policy** (e.g. debit cards not accepted for payments)
  - **Employee behaviour/Competence** (e.g. agent X was rude, or agent did not know how to assist me)
  - **Channel experience/environment/technical issues** (e.g. contact centre is very slow to answer, or there is no parking at branch X)
  - **Quality and speed of service** (e.g. incorrect resolution of request, or it took 6 months to process my banking detail change)
  - **Unresolved service/operational matter** (e.g. turn-around-time exceeded and my return has not yet been processed)
  - **Missing or lost documentation** (e.g. I have submitted my return, but SARS cannot find it).
- The redesign of eFiling presents SARS with an opportunity to enhance the customer experience by improving platform design, navigation and accessibility to electronic users. Strengthening the access to eFiling ensures protection of taxpayer information and will enhance taxpayer confidence in SARS.
- The eFiling redesign journey aims to enhance the user experience by introducing a user-friendly design and framework. It provides the eFiler with a secure digital transactional platform with SARS and establishes eFiling as the preferred channel. Security processes have been enhanced to curb identified risks while providing enhanced user/profile management and enhancing digital offerings in the self-service environment.

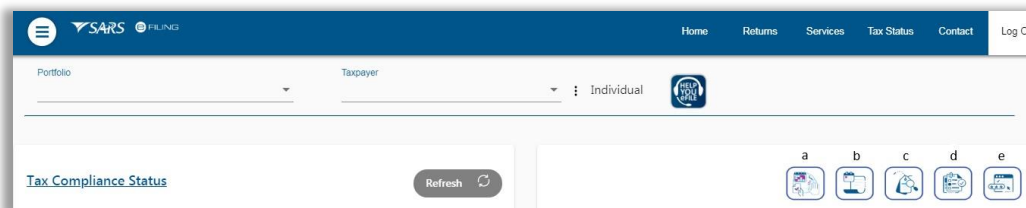
### 3 SARS HOME PAGE



- Go to [www.sars.gov.za](http://www.sars.gov.za) and click '**LOGIN**' if you are a registered eFiler. If you are not registered for eFiling, click on '**REGISTER**' and follow the quick steps to register for eFiling.
- For further assistance with eFiling registration, refer to the '*How to Register for eFiling and Manage Your User Profile*' guide available on the SARS website [www.sars.gov.za](http://www.sars.gov.za).

### 4 COMPLAINTS MANAGEMENT

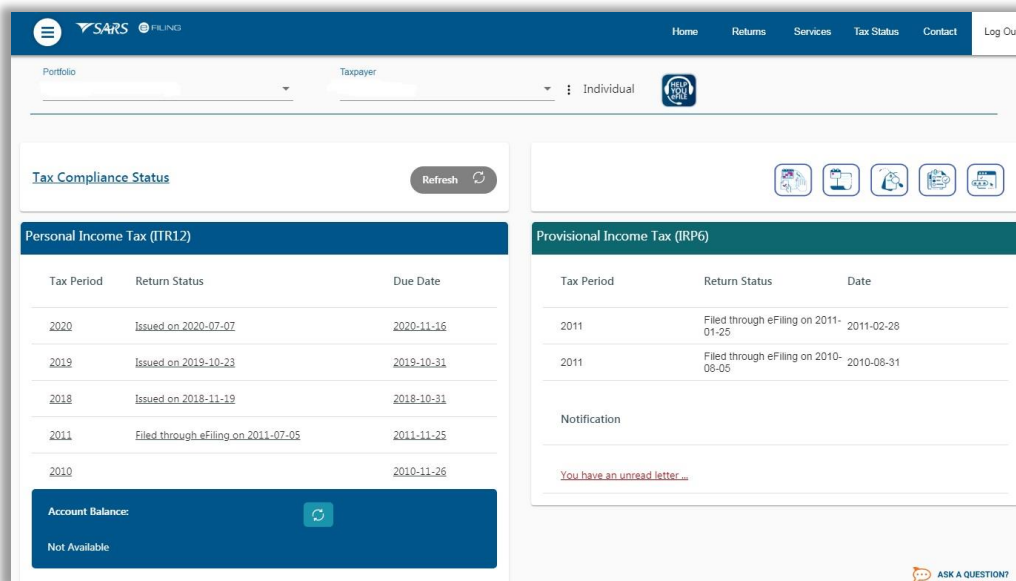
- This function allows you to lodge a complaint regarding any dissatisfaction that you might have experienced.
- The eFiling Dashboard screen have been enhanced to assist taxpayers in navigation to the following services:
  - a. Online Booking – this option will route you to the SARS Online Booking link to schedule an appointment with SARS.
  - b. Statement of Account
  - c. My Compliance Status
  - d. SARS Registered Details
  - e. Notice of Registration



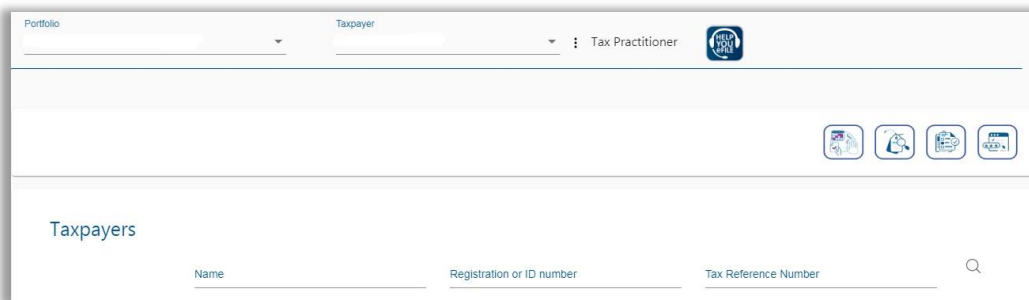
- By clicking on each tab, you will be navigated to the specific function on eFiling.

- Below are examples of the different eFiling Dashboard screens for Individual, Tax Practitioner and Organisation.

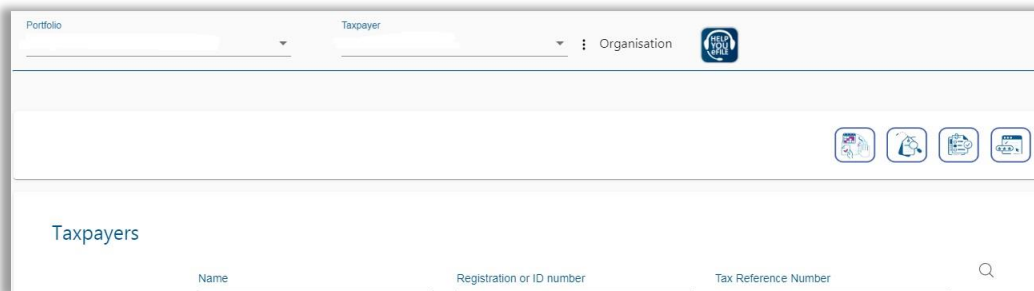
**Individual:**



**Tax Practitioner:**



**Organisation:**



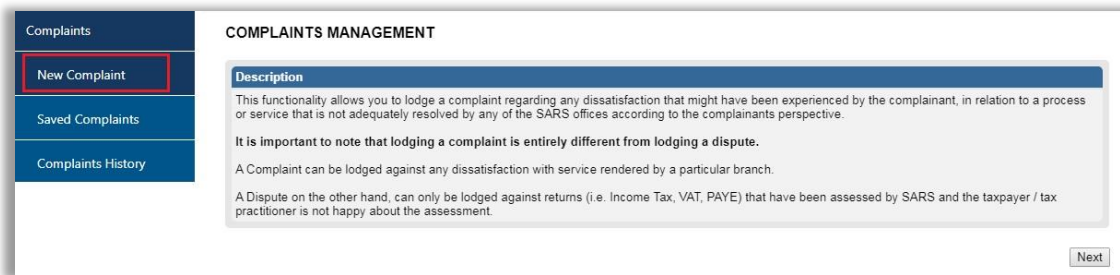
- The Complaints Management function is located under the 'Services' menu on your eFiling portfolio.



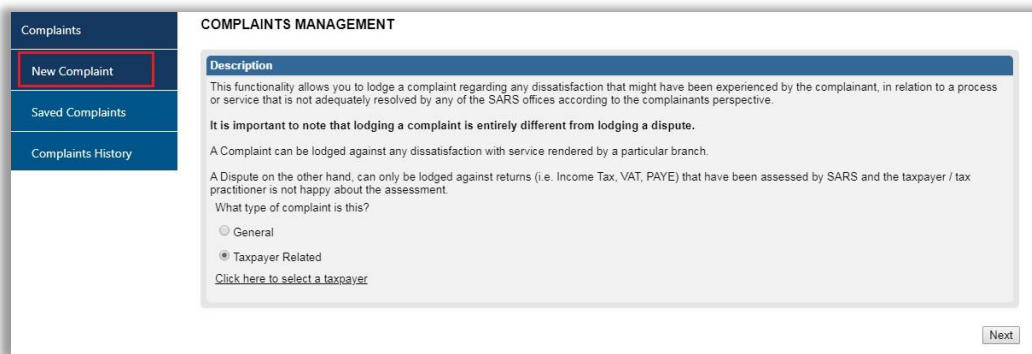
- Representatives must ensure that the correct taxpayer is selected from the taxpayer list if you are lodging a complaint on behalf of a taxpayer.
- When the eFiler selects the 'Services' menu, the Complaints Management tab will be displayed under the menu items.



- Click **'New Complaint'** button and an information screen will be displayed that explains the difference between a complaint and a dispute. On the individual profile, click the **'Next'** button to continue.



- For the Tax Practitioner and Organisations portfolio, the eFiling user has the option to indicate which type of complaint to submit either a **'General'** or **'Taxpayer Related'** complaint.



- If **'General'** is selected, the link to select taxpayer will be not available.

## COMPLAINTS MANAGEMENT

### Description

This functionality allows you to lodge a complaint regarding any dissatisfaction that might have been experienced by the complainant, in relation to a process or service that is not adequately resolved by any of the SARS offices according to the complainants perspective.

It is important to note that lodging a complaint is entirely different from lodging a dispute.

A Complaint can be lodged against any dissatisfaction with service rendered by a particular branch.

A Dispute on the other hand, can only be lodged against returns (i.e. Income Tax, VAT, PAYE) that have been assessed by SARS and the taxpayer / tax practitioner is not happy about the assessment.

What type of complaint is this?

- General  
 Taxpayer Related

Next

- The **'Taxpayer Related'** option will be used by tax practitioners that are submitting complaints on behalf of taxpayers.
- Once the **'Taxpayer Related'** option is selected, a hyperlink **'Click here to select a taxpayer'** will be displayed to search for taxpayers under the organisation or tax practitioner portfolio. The **'Taxpayer Search'** screen as indicated below will be displayed.

### Search for Tax Payer

Name  Company Reg or ID Number

Tax Ref No:  External User ID

The wild character (\*) may be used.

- In the screen below, a search was done using the tax reference number and results are displayed.

### Search for Tax Payer

Name  Company Reg or ID Number

Tax Ref No:  External User ID

The wild character (\*) may be used.

1 Record found. Page 1 of 1 Previous Next

Tax Payer name	Trading As name	Company Reg/ID Number	External User ID
A			

[Back to Top](#)

- If you click on the search result, the **'Taxpayer Name'** will be displayed on the Complaints Management screen. The Complaints Management form will be pre-populated with the details of the selected taxpayer.



## COMPLAINTS MANAGEMENT

### Description

This functionality allows you to lodge a complaint regarding any dissatisfaction that might have been experienced by the complainant, in relation to a process or service that is not adequately resolved by any of the SARS offices according to the complainants perspective.

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What type of complaint is this?

- General  
 Taxpayer Related

[Click here to select a taxpayer](#)

Taxpayer Name: A

Next

- If you do not select a taxpayer and you click the **'Next'** button, you will receive the following message to request you to select a taxpayer. Click **'OK'** to close the message.

Please select a taxpayer.

OK

- The Complaints Management Form (CM01) will be displayed for completion.
  - Container headings displayed in red contain mandatory information to be completed.
- Mandatory fields in the containers are indicated as below:

First Two Names \*

First Two Names is a mandatory field.

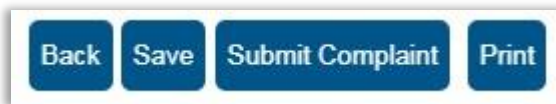
- Once you have completed a field, it will be displayed in green as per the example below:

First Two Names \*

H

The screenshot shows the SARS Complaints Management Form (CM01) interface. At the top, there are navigation buttons: Back, Save, Submit Complaint, and Print. The SARS logo and 'South African Revenue Service' are on the left, and 'Complaints Management Form CM01' is on the right. The form is divided into several sections, each with a heading and a dropdown arrow: Complainant Details (blue), Taxpayer Details (red), Tax Representative Details (red), Contact Details (blue), Complaint Details (red), Complaint Related Reference Number (blue), Further Explanation of Complaint (red), and Declaration (blue). The Declaration section contains a text area with a declaration statement and a signature line with a date field. A small 'ASK A QUESTION?' button is located at the bottom right.

- On the toolbar, the following tabs will be available for selection.



- If you select the **'Back'** button, the form will be saved and the Complaint Management Work Page will be displayed.
- The **'Save'** button will allow you to save the form and you can submit at a later stage.
- The **'Submit Complaint'** button will allow you to submit the complaint to SARS.
- The **'Print'** button will allow you to print the form.

## 5 COMPLETION OF THE COMPLAINTS MANAGEMENT FORM (CM01)

- The Complaints Management Form (CM01) will be displayed for completion.

- The Form will display the following containers based on selections made previously on the Complaints landing page:

### 5.1 COMPLAINANT DETAILS

- This container will consist of details of the complainant and sub-containers may be displayed depending on previous selections.
- Depending on the type of taxpayer, the complainant details container will be pre-selected.
- If **"Taxpayer"** is selected, the **Taxpayer Details** container will be displayed. If **"Tax Representative"** is selected, the **"Tax Representative Details"** container will be displayed.

**Complainant Details**

\*  Taxpayer  Tax Representative

- **Taxpayer Details:** This container consists of the following fields:
  - Surname
  - First Two Names
  - Initials
  - ID No
  - Passport/Permit No
  - Passport Country (e.g. South Africa = ZAR)

**Taxpayer Details**

Surname \* S

First Two Names \* G

Initials \* G

ID No. \*

Passport / Permit No.

Passport Country (e.g. South Africa = ZAF)

- **Tax Representative Details:** This container consists of the following fields:
  - Profile
    - **Practitioner** – if this option is selected, the '**Professional Membership Body**' and '**Tax Practitioner Registration No**' fields are mandatory.
    - Trustee
    - Executor
    - Clearing Agent
    - Administrator
    - Liquidator
    - Public Officer
    - Partner
    - Other

Profile \*

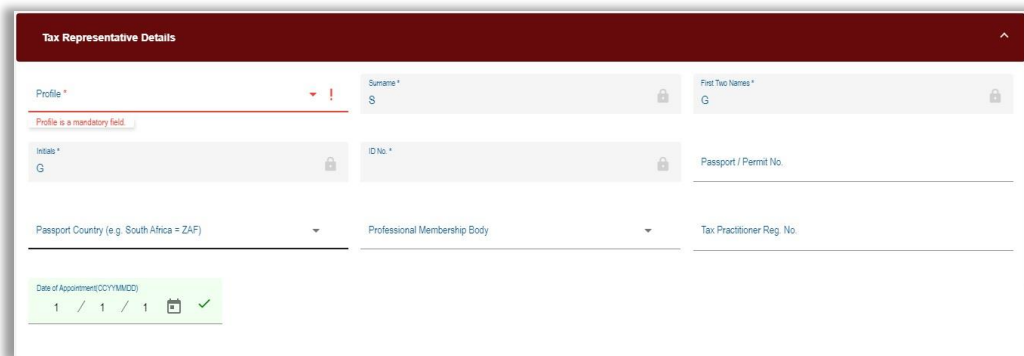
- Practitioner
- Trustee
- Executor
- Clearing Agent
- Administrator

- Surname
- First Two Names
- Initials
- ID No
- Passport/Permit No
- Passport Country (e.g. South Africa = ZAR)
- Professional Membership Body

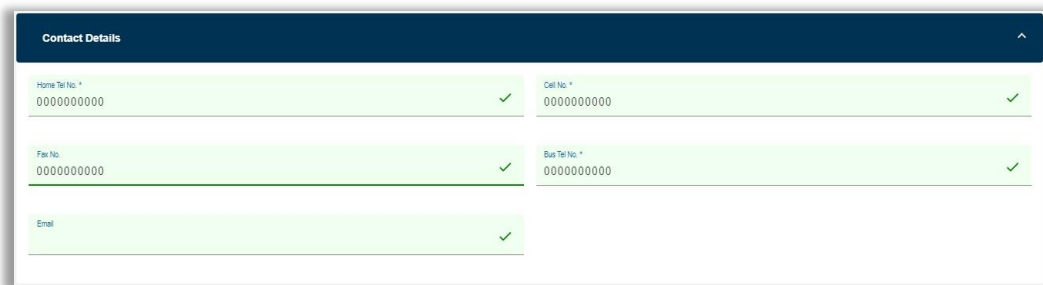
- ICA - Institute of Chartered Accountants
- IRBA - Independent Regulatory Board for Auditors
- SABAR - General Council of the Bar of South Africa
- LSSA - Law Society of South Africa
- Society of Advocates
- SAIPA - South African Institute of Professional Accountants
- ICOSA - Institute of Chartered Secretaries and Administrators
- SAICA - South African Institute of Chartered Accountants
- SAIT - South African Institute of Tax Professionals



- Tax Practitioner Reg No. – mandatory if profile selected as **‘Practitioner’**
- Date of Appointment (CCYYMMDD) – mandatory if Tax Practitioner Reg No. field is completed.



- **Contact Details:** This container consists of the following fields that must be completed for both the applicant and the tax representative:
  - Home Tel No
  - Cell No
  - Fax No
  - Bus Tel No
  - Email



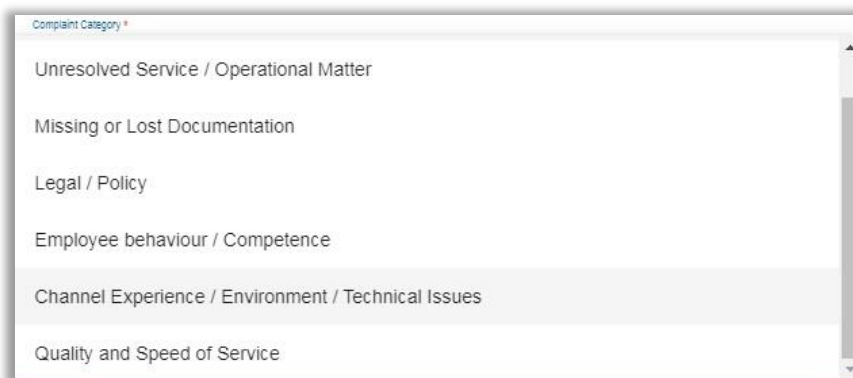
## 5.2 COMPLAINT DETAILS

- This container will consist of details of the complaint and the following sub-containers may be displayed depending on previous selections:

- Complaint related to:** Select either 'Tax' or 'Customs'
- This container consists of the following fields:
  - Tax Type** – select the relevant tax type from the dropdown box
    - Value Added Tax
    - Income Tax
    - Turnover Tax
    - Donations
    - Provisional Tax
    - Transfer Duty
    - Estate Duty
    - Customs
    - Excise Duties & Levies
    - Payroll Tax (PAYE, UIF and SDL)
    - Dividends Tax / STC
    - Interest Tax
    - Mineral and Petroleum Resource Royalties (MPRR)

- For **Customs** the following options will be available to choose from:
  - Customs
  - Excise Duties and Levies

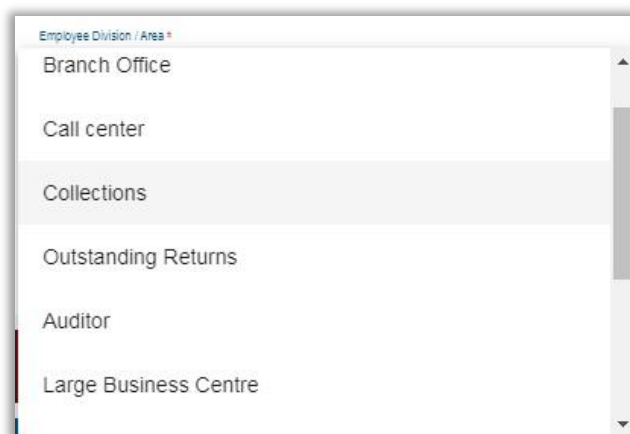
- Complaint Category** – depending on the selection, the form will populate the relevant container.
  - Unresolved Service / Operational Matter
  - Missing or lost documentation
  - Legal / Policy
  - Employee behaviour / Competence
  - Channel Experience / environment / technical issues
  - Quality and Speed of Service



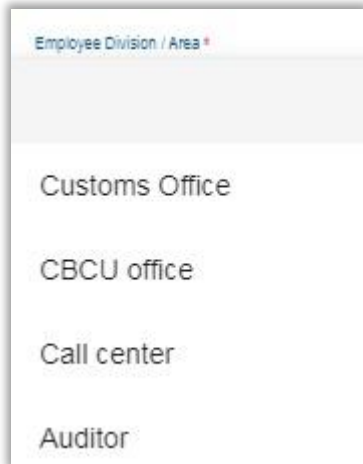
- **Complaint Related Reference Number:** This container consists of the following fields relating to the reference number(s) of the complaint:
  - Taxpayer Ref No.
  - Customs Code
  - Case Number – this field is mandatory when the complaint category is **Unresolved Service/Operational Matter, Missing or lost documentation or Quality and Speed of Service.**



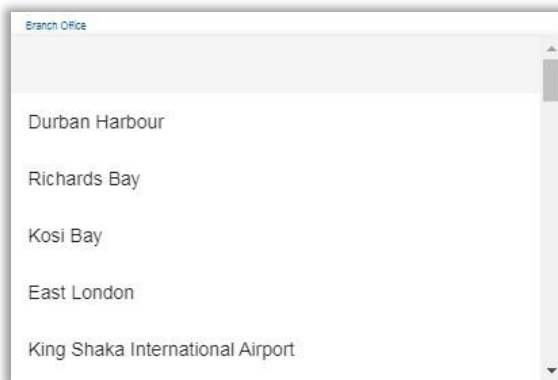
- **SARS Employee Details:** This container will be displayed ONLY if the complaint category selected is **Employee behaviour/competence** and the following fields must be completed:
  - Surname
  - First Two Names
  - Employee Division/Area - Tax
    - Branch Office
    - Call Centre
    - Collections
    - Outstanding Returns
    - Auditor
    - Large Business Centre
    - VIP Unit
    - PSU Unit
    - Estates Unit
    - Tax Exemption Unit
    - High Net Worth Unit



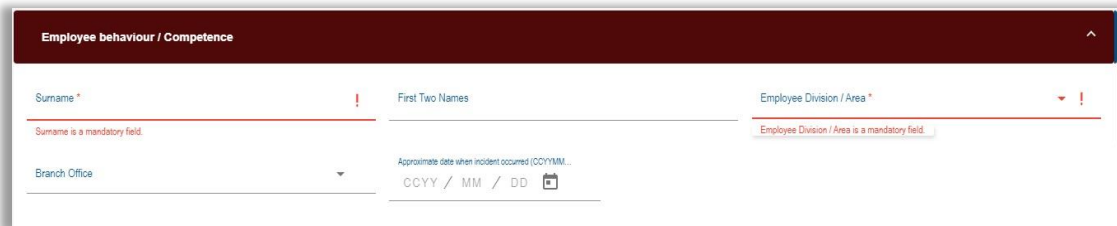
- Employee Division/Area - Customs
  - Customs Office
  - CBCU Office
  - Call Centre
  - Auditor



- Branch office

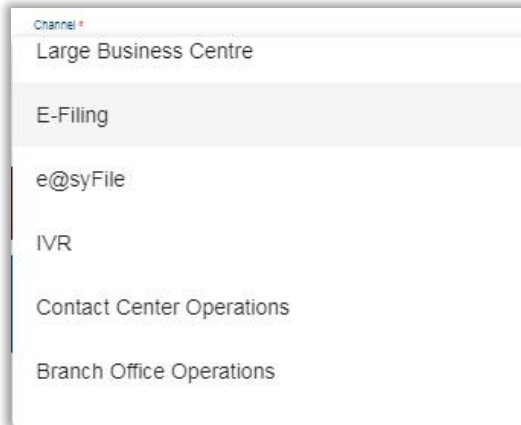


- Approximate date when incident occurred (CCYYMMDD)

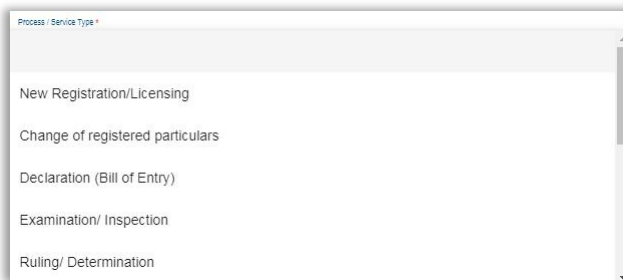
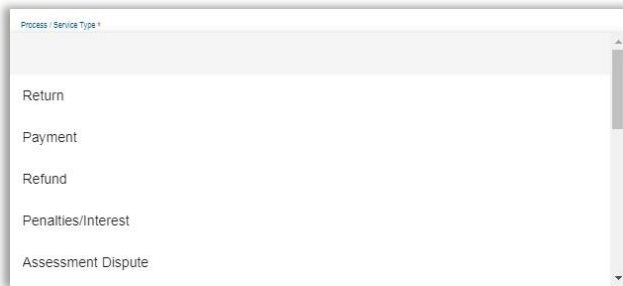


- **Channel Experience/Environment:** This container will be displayed ONLY if the complaint category selected is **Channel Experience or Technical Issues** and the following fields must be completed:
  - Channel
    - Large Business Centre
    - eFiling
    - e@syFile™
    - IVR
    - Contact Centre Operations
    - Customs Office
    - Post/Scanning
    - Fax and email
    - SARS Internet

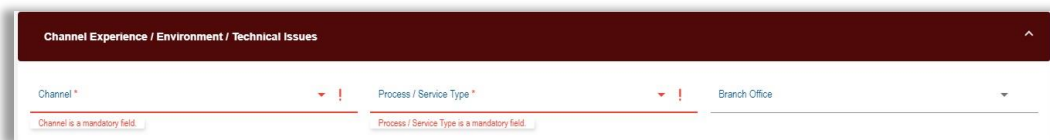
- SMS
- VIP Office
- PSU Office
- Estates Unit
- Tax Exemption Unit
- EDI



- Process/Service Type
- The process or service type is determined by which option is selected in the complaint details section, either Tax or Customs.



- Branch office – the branch office selection will be determined by the type of complaint selected, either Tax or Customs.



- **Quality and Speed of Service:** This container will be displayed ONLY if the complaint category selected is **Quality and Speed of Service** and the following fields must be completed:
  - Process/ Service Type
  - Branch office



- MRN Number – this will be displayed if the complaint is related to Customs
  - The MRN number refers to the Movement Reference number allocated to a customs entry.
- Date (CCYYMMDD)
- Tax Year – this will be displayed if the complaint relates to Tax
- Period – this will be displayed if the complaint is related to Tax.
- Refund Jacket No - this will be displayed if the complaint is related to Customs
  - A DA 66 form is used for drawback and manual refund applications. All applications for drawbacks must be made on the prescribed DA 66, commonly referred to as a “Refund Jacket”.
- Date (CCYYMMDD)

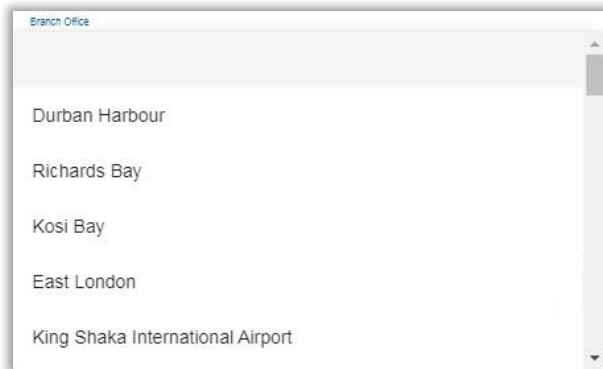
- **Unresolved Service/Operational Matter:** This container will be displayed ONLY if the complaint category selected is **Unresolved Service and Operational Matters** and the following fields must be completed:
  - **Process/Service Type**

- **Branch office**
  - **Branch Office Region**
    - Gauteng East
    - Gauteng West
    - Free State
    - Northern Cluster

- West & Eastern Cape
- Kwa-Zulu Natal



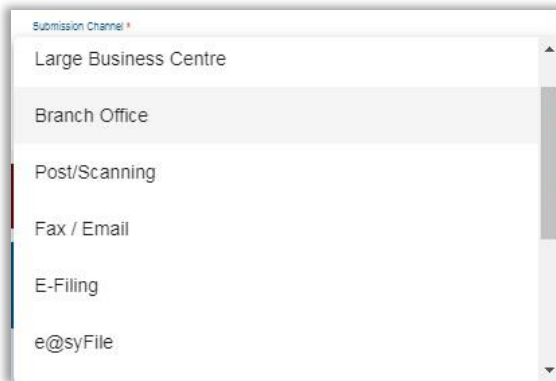
- Please select a Branch Office



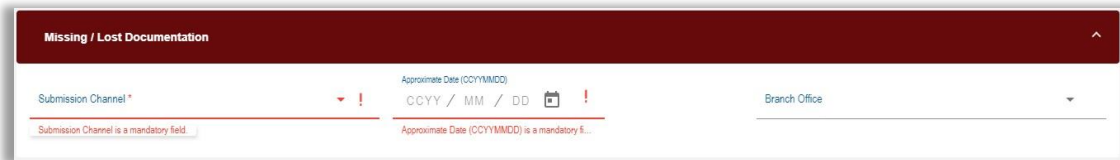
- Approximate number of days outstanding
  - This refers to the period that the matter has remained unresolved according to the complainant
- Tax Year - this will be displayed if the complaint relates to Tax
- Period – this will be displayed if the complaint is related to Tax.
- MRN Number – this will be displayed if the complaint is related to Customs
  - The MRN number refers to the Movement Reference number allocated to a customs entry.
- Date (CCYYMMDD)
- Refund Jacket No - this will be displayed if the complaint is related to Customs
  - A DA 66 form is used for drawback and manual refund applications. All applications for drawbacks must be made on the prescribed DA 66, commonly referred to as a “Refund Jacket”.
- Date (CCYYMMDD)

- **Missing/Lost Documentation:** This container will be displayed ONLY if the complaint category selected is **Missing/Lost Documentation** and the following fields must be completed:

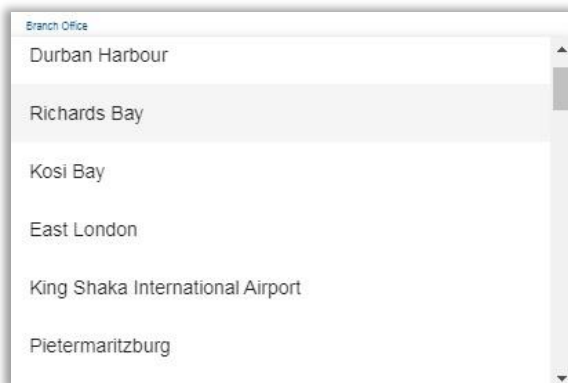
▫ Submission channel



- Approximate date (CCYYMMDD)
- Branch office – depending on the selection of the submission channel, the list of branch offices will be generated in a selection box.



- For example, if you select Customs Office as the Submission channel, the following options will be available.



- **Legal/Policy:** no further container will be populated on form.

### 5.3 FURTHER EXPLANATION OF COMPLAINT

- This container will be displayed for all categories.

### 5.4 DECLARATION

- This container consists of the following declaration by the individual or representative taxpayer:

*'I hereby certify that the information supplied in this form and attached thereto is true and correct in every respect.'*

## 6 SUBMISSION OF COMPLAINTS MANAGEMENT FORM

- Select the “**Submit Form**” button to submit the CM01 form to SARS.

- A message will be displayed to indicate that the request has been successfully submitted to SARS.

- Upon submission of the form, SARS will provide certain responses if the validations on the form have failed.

## Invalid complaint

- This message will be displayed when the complaint or the case number entered is invalid.

The screenshot shows the 'COMPLAINT MANAGEMENT WORK PAGE' with the following details:

- UPDATED BY:** Mr
- STATUS:** Validation Failure
- Invalid Case Number** (red text)
- Table:**

FORM	STATUS	LAST UPDATED BY	DATE	CASE #
<a href="#">Complaints Management Form</a>	Validation Failure	Mr	2020	

[Delete Complaint](#)

- If you click the “**Saved Complaints**” tab on the menu, the complaints form will be listed and the status will be indicated as “**Validation Failure**”.

The screenshot shows the 'SAVED COMPLAINTS' table with the following data:

Complaints Status	Last Changed By	Created	Last Changed	Open
Validation Failure	Mr	2020	2020	<a href="#">Open</a>
1				

## Invalid complaint submission (RCE attached)

- If you have previously submitted a complaint, a new submission will be rejected and the following message will be displayed.

The screenshot shows the 'COMPLAINT MANAGEMENT WORK PAGE' with the following details:

- UPDATED BY:** [Empty]
- STATUS:** Escalated
- Table:**

FORM	STATUS	LAST UPDATED BY	DATE	CASE #
<a href="#">Complaints Management Form</a>	Escalated		2015/06/30	126346487

LETTER	DATE
<a href="#">Escalation Case Created Letter</a>	2015/06/25
<a href="#">Escalation Case Created Letter</a>	2015/06/25

## Rejected complaint case

- In the case where the complaint case has been rejected by SARS, the status of the case will be updated on eFiling.

**COMPLAINT MANAGEMENT WORK PAGE**

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UPDATED BY: \_\_\_\_\_ STATUS: Rejected

FORM	STATUS	LAST UPDATED BY	DATE	CASE #
Complaints Management Form	Rejected	.....	2015/07/21	100515186

LETTER	DATE
Confirmation of Complaint Received Letter	2015/07/21
Complaint Rejection Letter	2015/07/21

### Invalid Complaint submission (RCE reclassified)

- If you have previously submitted a complaint, a new submission of the same complaint will be rejected and the following message will be displayed.

**COMPLAINT MANAGEMENT WORK PAGE**

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UPDATED BY: \_\_\_\_\_ STATUS: Escalated

FORM	STATUS	LAST UPDATED BY	DATE	CASE #
Complaints Management Form	Escalated	.....	2015/06/30	126346487

LETTER	DATE
Escalation Case Created Letter	2015/06/25
Escalation Case Created Letter	2015/06/25

## 7 COMPLAINT MANAGEMENT WORK PAGE

- The Complaint Management Work Page will be displayed once you have completed a CM01 form and either saved or submitted the form.

**COMPLAINT MANAGEMENT WORK PAGE**

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UPDATED BY: Mr STATUS: Saved

FORM	STATUS	LAST UPDATED BY	DATE	CASE #
Complaints Management Form	Saved	Mr	2020	

Delete Complaint

- A summary of the complaint will be displayed below the Complainant details containing the following information:
  - Form Type
  - Submission Date
  - Updated by
  - Complaint Status
  - Status Date
  - Case Number.

COMPLAINT MANAGEMENT WORK PAGE

Get ADOBE® FLASH® PLAYER    Get ADOBE® READER®

UPDATED BY: Mrs

STATUS: Submitted to SARS

FORM	STATUS	LAST UPDATED BY	DATE	CASE #
Complaints Management Form	Submitted to SARS	Mrs.	2020	13

Upload Supporting Documents    Query Complaint Status    Cancel Complaint

- On the summary section you will be able to upload supporting documents, query the status of the complaint with SARS or cancel the complaint.

Upload Supporting Documents    Query Complaint Status    Cancel Complaint

- Upon successful submission of a valid complaint, a complaint case number will be created and indicated on the Complaint Management Work Page.

FORM	STATUS	LAST UPDATED BY	DATE	CASE #
Complaints Management Form	Submitted to SARS	Mrs.	2020	13

## 8 UPLOAD SUPPORTING DOCUMENTS

- In the case where the user wants to upload supporting documents or has been requested by SARS to submit supporting documents, these documents can be submitted via eFiling.
- Ensure that the following standards are adhered to when supporting documents are uploaded:
  - The file type may be .pdf, .doc, .docx, .xls, .xlsx, .jpg and .gif to enable SARS to view the documents.
  - The maximum allowable size per document may not be more than 5MB and a maximum of 20 documents may be uploaded.
- Click on the **“Upload Supporting Documents”** button. This will open the Supporting Documents section on the Complaint Management Work Page.

SUPPORTING DOCUMENTS	STATUS	TYPE	SIZE (Kb)	DATE	DOCS
Complaint Documents	Waiting for Documentation to be Uploaded		0	2020/09/22	0

- Click on the **“Complaint Documents”** hyperlink and the **“Upload Supporting Documents”** screen will be displayed.

**SUPPORTING DOCUMENTS FOR COMPLAINTS**

For more information on how to use this functionality, please click [here](#).

**UPLOAD SUPPORTING DOCUMENTS**

Please ensure that all documents are correctly classified and successfully uploaded before submitting this group.

Document Name:  No file chosen

**Very important:**

- The following file types may be uploaded: .pdf, .doc, .docx, .xls, .xlsx, .jpg and .gif.
- The maximum allowable size of each file uploaded may not exceed 5Mb per document.
- The following files may not be uploaded as they will result in the entire group of documents being rejected:
  - Documents with the same name.
  - Password protected documents.
  - Spread sheets with multiple sheets.
  - Blank or empty documents.

**UPLOADED DOCUMENTS**

No documents have been uploaded.

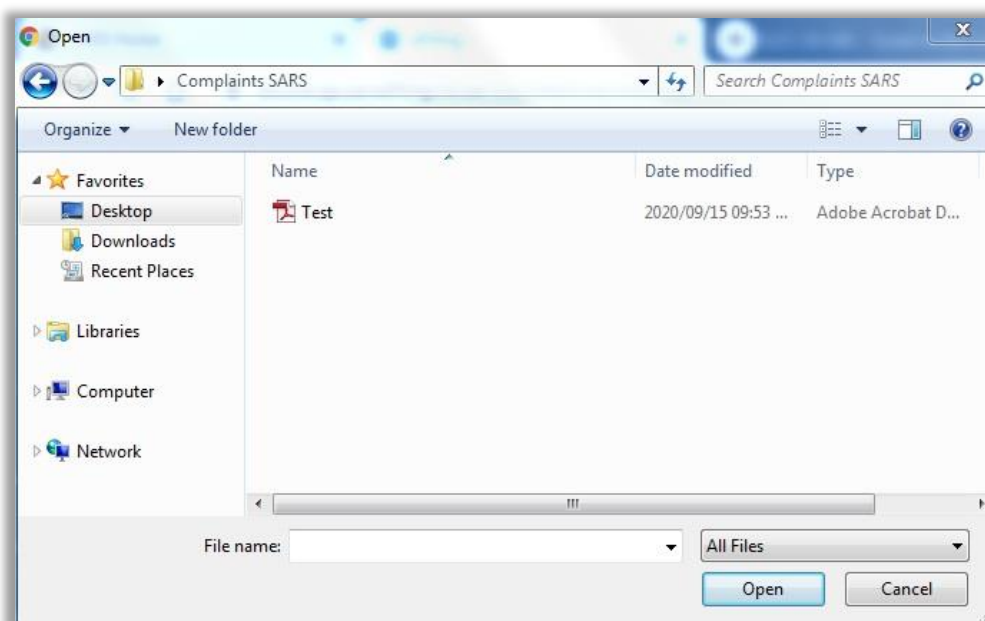
**DOCUMENT GROUP**

Please provide a group name for all the documents that you have uploaded above.

Document group name

Status Waiting for Documentation to be Uploaded


- Click the **'Choose File'** button to select the files that you want to upload.



- Click the **"Upload"** button to load the document onto the page.
- A message will be displayed to indicate if the file has been uploaded successfully. The file will be listed under the Uploaded Documents section of the Upload Supporting Documents page.



## SUPPORTING DOCUMENTS FOR COMPLAINTS

 For more information on how to use this functionality, please click [here](#).

### UPLOAD SUPPORTING DOCUMENTS

Please ensure that all documents are correctly classified and successfully uploaded before submitting this group.

Document Name:  No file chosen

File successfully uploaded.

Very important:

- The following file types may be uploaded: .pdf, .doc, .docx, .xls, .xlsx, .jpg and .gif.
- The maximum allowable size of each file uploaded may not exceed 5Mb per document.
- The following files may not be uploaded as they will result in the entire group of documents being rejected:
  - o X Documents with the same name.
  - o X Password protected documents.
  - o X Spread sheets with multiple sheets.
  - o X Blank or empty documents.

### UPLOADED DOCUMENTS

Document Name	File Size	Success	File Status	Date / Time Uploaded	Open	Remove
Test.pdf	2441	<input checked="" type="checkbox"/>	Converted and stored	22/09/2020 01:26:54 PM	<a href="#">View</a>	<input type="checkbox"/>

### DOCUMENT GROUP

Please provide a group name for all the documents that you have uploaded above.

Document group name

Status Uploaded

- You will be able to view the document that was uploaded by clicking the “**View**” hyperlink.

### UPLOADED DOCUMENTS

Document Name	File Size	Success	File Status	Date / Time Uploaded	Open	Remove
Test.pdf	2441	<input checked="" type="checkbox"/>	Converted and stored	22/09/2020 01:26:54 PM	<a href="#">View</a>	<input type="checkbox"/>

- If you wish to remove the document, click the tick box under the Remove column and then select the “**Remove**” button.

### UPLOADED DOCUMENTS

Document Name	File Size	Success	File Status	Date / Time Uploaded	Open	Remove
Test.pdf	2441	<input checked="" type="checkbox"/>	Converted and stored	22/09/2020 01:26:54 PM	<a href="#">View</a>	<input checked="" type="checkbox"/>

- Once you have removed the document, the “**Uploaded Documents**” section will indicate no documents or list the documents you have not selected to be removed.

### UPLOADED DOCUMENTS

No documents have been uploaded.

- To submit the uploaded documents, click the “**Submit to SARS**” button.

Document Name	File Size	Success	File Status	Date / Time Uploaded	Open	Remove
Test.pdf	2441	<input checked="" type="checkbox"/>	Converted and stored	22/09/2020 01:30:13 PM	<a href="#">View</a>	<input type="checkbox"/>

Remove

**DOCUMENT GROUP**

Please provide a group name for all the documents that you have uploaded above.

Document group name

**Submit to SARS**  
This button submits your uploaded documents to SARS for review

Submit to SARS Back

- A message will be displayed to confirm submission of the documents, click “OK” to continue.

Are you sure that these are all the documents which you require to submit?

OK Cancel

- The Complaint Management Work Page will be displayed with the status of the Supporting Documents as “Submitted”.

SUPPORTING DOCUMENTS	STATUS	TYPE	SIZE (Kb)	DATE	DOCS
<a href="#">Complaint Documents</a>	Submitted		2441	2020/09/22	1

## 9 QUERY SARS STATUS

- If you want to enquire the status of your complaint, click the “Query Complaint Status” button on the work page.

Query Complaint Status

- Examples of the statuses that may be displayed are indicated below.

**Query SARS Status** ✕

Thank you, we have received your complaint

OK

**Query SARS Status** ✕

We're currently assessing your complaint, thank you for your patience

OK

## 10 CANCEL COMPLAINT

- In the case where you wish to cancel your complaint, you can select the “Cancel Complaint” button on the work page.

Cancel Complaint

- You will be prompted to capture a reason or comment why the complaint should be cancelled in the Comment field on the Complaint Cancellation Request page.

COMPLAINT CANCELLATION REQUEST

Please note, you must give a reason in order to submit a cancellation request

Reason for cancelling this complaint:

Go Back Continue

- After inserting the reason for cancellation, click the “Continue” button to proceed.
- A warning message will be displayed. Click “Continue” to proceed with the cancellation of the complaint.

Please note that this will send a cancellation request for this complaint. Click on OK in order to continue.

OK Cancel

- The status on the Complaint Management Work Page will be updated to “Cancellation Requested”.

COMPLAINT MANAGEMENT WORK PAGE

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UPDATED BY Mrs STATUS Cancellation Requested

FORM	STATUS	LAST UPDATED BY	DATE	CASE #
Complaints Management Form	Cancellation Requested	Mrs	2020/09/18	

Query Complaint Status

- If you click the “Complaints History” tab in the menu bar, the cancelled complaint will be listed.

COMPLAINTS HISTORY

Case Number	Complaints Status	Support Doc Status	Last Changed By	Created	Last Changed	Open
1	Cancellation Requested	Submitted	Mrs	2020/09/18	2020/09/18	Open
13	Submitted to SARS		Mrs	2020/09/16	2020/09/16	Open
1						

- Once the cancellation request has been processed, the status of the Complaint will be updated to “Cancelled”.

COMPLAINT MANAGEMENT WORK PAGE

UPDATED BY: \_\_\_\_\_ STATUS: Cancelled

FORM	STATUS	LAST UPDATED BY	DATE	CASE #
Complaints Management Form	Cancelled	Mr		100554670

SUPPORTING DOCUMENTS	STATUS	TYPE	SIZE (Kb)	DATE	DOCS
Complaint Documents	Submitted	1	78		1

LETTER	DATE
Confirmation of Complaint Received Letter	

## 11 SAVED COMPLAINT

- If you have opted to **SAVE** the complaint form and submit at a later stage, you can click on **“Saved Complaints”** tab to view the saved complaint forms.

Complaints


New Complaint

Saved Complaint

Complaints History

- After you have completed the form, click the **‘Save’** button.

Back **Save** Submit Complaint Print

 **Complaints Management Form**  
South African Revenue Service

- Click the **“OK”** button to continue.

**DETAILS**

**RESULT**

Your complaint has been successfully saved.  
Please note that you may click on the File button when you have completed all the outstanding information on your form, and this will submit it to SARS.

Continue

- You will be able to view the saved Complaint Management form.

SAVED COMPLAINTS				
Complaints Status	Last Changed By	Created	Last Changed	Open
Saved	Mr	2020	2020	<a href="#">Open</a>

- Click on the “**Open**” Hyperlink and the Complaint Management Work Page will be displayed.

**COMPLAINT MANAGEMENT WORK PAGE**

UPDATED BY

Mr

STATUS

Saved

FORM	STATUS	LAST UPDATED BY	DATE	CASE #
<a href="#">Complaints Management Form</a>	Saved	Mr	2020	

[Delete Complaint](#)

- You will have the option to delete the saved form by selecting the “**Delete Complaint**” button. Confirm the deletion by clicking the “**OK**” button on the prompt message.

This will delete the complaint from your saved list. Click on OK to continue.

OK
Cancel

- There will be no saved complaints and no records will be displayed.

SAVED COMPLAINTS				
Complaints Status	Last Changed By	Created	Last Changed	Open
No Records available for your selection				

## 12 COMPLAINTS HISTORY

- Once you have submitted the Complaints Management Form, you will be able to view the submitted form in the Complaints History menu.

Complaints

---

New Complaint

---

Saved Complaint

---

Complaints History

- Click the “**Open**” Hyperlink on the Complaints History page.

COMPLAINTS HISTORY						
Case Number	Complaints Status	Support Doc. Status	Last Changed By	Created	Last Changed	Open
N/A	Submitted to SARS			2020/08/18	2020/09/22	<a href="#">Open</a>

- You will be directed to the Complaint Management Work Page.

COMPLAINT MANAGEMENT WORK PAGE

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UPDATED BY: Mrs

STATUS: Submitted to SARS

FORM	STATUS	LAST UPDATED BY	DATE	CASE #
<a href="#">Complaints Management Form</a>	Submitted to SARS	Mrs	2020	13

Upload Supporting Documents    Query Complaint Status    Cancel Complaint

- If you have not submitted any complaint forms to SARS, there will be no records to display on the Complaint History page.

COMPLAINTS HISTORY

Case Number	Complaints Status	Support Doc Status	Last Changed By	Created	Last Changed	Open
No Records available for your selection.						

### 13 VIEW NOTIFICATIONS

- On the Complaint Management Work Page, a section will be displayed that will have all the letters issued regarding the complaint.

COMPLAINT MANAGEMENT WORK PAGE

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UPDATED BY: Mrs

STATUS: Submitted to SARS

FORM	STATUS	LAST UPDATED BY	DATE	CASE #
<a href="#">Complaints Management Form</a>	Submitted to SARS	Mrs	2020	1

Upload Supporting Documents    Query Complaint Status    Cancel Complaint

LETTER	DATE
<a href="#">Confirmation of Complaint Received Letter</a>	2020

- Click the hyperlink of the letter that you would like to view.

LETTER	DATE
<a href="#">Confirmation of Complaint Received Letter</a>	2020

- The letter will be displayed as indicated below.



COMPLAINTS MANAGEMENT  
**ACKNOWLEDGEMENT OF RECEIPT OF COMPLAINT**

Enquiries should be addressed to SARS:

**Contact Detail**

SARS  
Alberton  
1528

CMO Tel: 0860 12 12 16  
SARS online: [www.sars.gov.za](http://www.sars.gov.za)

**Details**

Taxpayer Reference Number:  
Case No: 1  
Issue Date: 2020

Always quote this reference  
number when contacting SARS

Dear HM DERCKSEN

**ACKNOWLEDGEMENT OF RECEIPT OF COMPLAINT**

The South African Revenue Service (SARS) acknowledges receipt of your complaint on 2020/09/18.

Should you have any queries relating to this letter, please call the Complaint Management Office on 0860 12 12 16.

Should you have any other queries not relating to this complaint please call the SARS Contact Centre on 0800 00 SARS (7277).  
Remember to have your taxpayer reference number at hand when you call to enable us to assist you promptly.

Sincerely

**ISSUED ON BEHALF OF THE SOUTH AFRICAN REVENUE SERVICE**

## 14 CROSS REFERENCES

DOCUMENT #	DOCUMENT TITLE	APPLICABILITY
GEN-ELEC-18-G01	How to Register for eFiling and Manage Your User Profile	All

## 15 DEFINITIONS AND ACRONYMS

CM01	Complaints Management Form
SARS	South African Revenue Service
ICA	Institute of Chartered Accountants
ICSA	Institute of Chartered Secretaries and Administrators
ID	Identity
IRBA	Independent Regulatory Board for Auditors
IVR	Interactive Voice Response
LSSA	Law Society of South Africa
MRN	Movement Reference Number
PAYE	Pay-As-You-Earn
PSU	Parliamentarian Service Unit
SABAR	General Council of the Bar of South Africa
SAICA	South African Institute of Chartered Accountants
SAIPA	South African Institute of Professional Accountants
SAIT	South African Institute of Tax Professionals
SMS	Short Message Service
STC	Secondary Tax on Companies
VIP	Very Important People

### DISCLAIMER

The information contained in this guide is intended as guidance only and is not considered to be a legal reference, nor is it a binding ruling. The information does not take the place of legislation and readers who are in doubt regarding any aspect of the information displayed in the guide should refer to the relevant legislation, or seek a formal opinion from a suitably qualified individual.

#### For more information about the contents of this publication you may:

- Visit the SARS website at [www.sars.gov.za](http://www.sars.gov.za)
- Visit your nearest SARS branch
- Contact your registered tax practitioner
- If calling from within South Africa, contact the SARS Contact Centre on 0800 00 7277
- If calling from outside South Africa, contact the SARS Contact Centre on +27 11 602 2093 (only between 8am and 4pm South African time).