



Feedback Procedure

Introduction

At the Income Tax Office, we strive to provide an excellent service to all our taxpayers. We welcome all feedback, whether you are pleased with the service you have received or wish to raise a concern. Compliments help recognize the efforts of our staff, while complaints allow us to identify areas for improvement.

Please note that the Income Tax Office will not entertain or respond to complaints deemed unreasonable or frivolous.

How do you make contact with us?

If you have a concern, your first step should be to contact the case officer you have been dealing with. If you are unable to reach that team member, you may alternatively scan the QR code below and complete the feedback form. It is important to provide as much detail as possible, including any relevant documentation.



Customer Care Hub
HM Government of Gibraltar



Happy with our service?



Give us your feedback

Contact information:

If you are submitting your feedback in writing, please address it as follows:

Commissioner of Income Tax
HM Government of Gibraltar
Income Tax Office
St. Jago's Stone Block
331 Main Street
Gibraltar



When will we acknowledge your complaint?

We aim to acknowledge receipt of your complaint within 5 to 10 working days. In our acknowledgement, we will include a reference number for your complaint, which you should use in all subsequent correspondence.

How we investigate your complaint?

Your complaint will be handled by a dedicated member of our team who will conduct a thorough investigation into the issues raised within 21 working days. This may involve reviewing your tax records, consulting relevant staff members, and gathering any additional information necessary to resolve the matter.

How do we resolve your complaint?

Once our investigation is complete, we will provide you with a written response outlining our findings and any actions taken. If additional time is required to complete the investigation, we will inform you of the delay and provide regular updates on our progress.

What right of appeal do you have?

If you are not satisfied with the case resolution provided, you have a right to appeal. Appeals should be submitted in writing within 21 days of receiving our final response. Your appeal will be reviewed by a senior member of our leadership team who was not involved in the original investigation.

What happens after the appeal?

Following the appeal process, we will provide you with a final decision on your complaint. We aim to respond within 21 working days. If this is not feasible due to unforeseen circumstances, we will notify you in writing and provide a revised timeframe.

If, after receiving our final decision, you remain dissatisfied or believe you have been treated unfairly, you may contact the Office of the Gibraltar Public Services Ombudsman for an independent review.

Public Services Ombudsman
10 Governors Lane
Gibraltar
Email: complaints@ombudsman.gi
Tel: 20046001

What feedback are you entitled to?

We value your feedback and rely on it to continually improve our services. After your complaint has been resolved, we may contact you to gather feedback on your experience with our procedure. Such input is essential to help us better serve you and other taxpayers in the future.

[End]