

Keeping Our Clients Informed

Maisey Tax & Accounting is committed to providing professional and transparent tax services to all our clients. We aim to keep you informed about your rights, responsibilities, and options when engaging our services. This flyer outlines key information to help you make informed decisions when working with us.

1. Registered Tax Practitioners

We are registered with the **Tax Practitioners Board (TPB)**. You can verify our registration by accessing the TPB Register:

- Visit the TPB website: www.tpb.gov.au
- Search for registered tax agents or BAS agents by name or business.

2. Complaints Process

If you have concerns about a tax agent service provided by us, you can:

1. Contact us directly to resolve the issue.
2. Lodge a formal complaint with the **Tax Practitioners Board**:
 - Online: [TPB Complaints Form](#)
 - More information: [TPB Complaints Process](#)

3. Rights, Responsibilities, and Obligations

Our Responsibilities:

- Act in your best interests, lawfully and ethically.
- Provide services competently, honestly, and in a timely manner.
- Ensure compliance with taxation laws and manage conflicts of interest.

Your Responsibilities:

- Provide complete and truthful information promptly.
- Maintain proper records related to your tax matters.
- Inform us of any changes that may affect your tax obligations.
- Respond to our requests for information in a timely manner.

4. Prescribed Events

We are obligated to inform you if any of the following events occurred within the last 5 years:

- Registration was suspended or terminated.
- Bankruptcy or external administration.



- Convictions for taxation offences, fraud, or dishonesty.
- Serving a prison sentence of 6 months or more.
- Penalties or injunctions for promoting tax exploitation schemes.

If any such events apply, we will inform you directly and update this information promptly.

5. Registration Conditions

If our registration is subject to any conditions imposed by the TPB, we will notify you of these conditions and explain how they may affect our services.

How We Provide This Information

We will provide this information:

- Upon request.
- Via updates on our website www.maiseyaccounting.com.au
- Through letters of engagement outlining our service terms.

Stay Updated

We are dedicated to keeping you informed about changes that may affect your engagement with us. For the latest updates, please visit our website or contact our office directly.

For more details about your rights and obligations, visit the **Tax Practitioners Board** at www.tpb.gov.au.

Contact Us:

Maisey Tax & Accounting

Phone: 03 9395 2630

Email: admin@maiseyaccounting.com.au

Website: www.maiseyaccounting.com.au