

From: Member of the public

Good morning

> In June i received a frankly indecipherable 2019 tax return which i thought required clarification, to that end i tried to phone the department but after 15 mins on hold i decided life's too short so I would e mail them which is what they want.

> i duly mailed them and immediately received a computer generated message explaining what a tough time they were having due to coronavirus, after a month had elapsed I mailed them again to remind them that I hadn't had a reply ,I received another computer message .11 weeks from my original email I still have not had a reply, this is disgraceful behaviour, they cannot force us into their digital wonderland and then use it to hide from inconveniences.

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Further to my mail of 24\08 I have today submitted a further complaint to the tax department as I have not received answers to questions concerning my affairs that I lodged on that date this is an appalling lack of communication from a system we are being forced into using.