

Alabama Local Tax Institute of Standards and Training

Policy

Subject: Toll Free Phone for Taxpayer Complaints Policy Number: 0106

Supersedes: Page 1 of 2

Approval Date: January 1, 2017

Effective Date: January 1, 2017

Policy:

- I. On behalf of the institute, the Government and Economic Development Institute (GEDI) shall have in place a toll free number identified as a hotline for taxpayers to submit complaints related to the auditing or collection activities of a private auditing or collecting firm.
- II. A notice advising taxpayers of the hotline, including the toll free number (334) 844-4706 and 1-855-638-7092, shall at all times be posted in conspicuous places in appropriate offices of any self-administered county or municipality utilizing the services of a private auditing or collecting firm and on the website of the county or municipality, if available.
- III. A notice advising taxpayers of the hotline, including the toll free number, shall be posted on the website of the Alabama Department of Revenue.
- IV. On behalf of the institute, GEDI shall be responsible for transcribing any complaints received through the hotline and forwarding those to the third party subject of the complaint within 30 days.
- V. The GEDI will provide a quarterly report of complaints to the ALTIST Board beginning at the first meeting held after the April 1, 2017 date.
- VI. On behalf of the institute, GEDI shall maintain reports for a period of three years, and the reports shall be made available to a self-administered county or municipality utilizing the services of a private auditing or collecting firm which has had complaints filed through the hotline.
- VII. The message on the toll free hotline shall be: *You have reached the ALTIST Certified Auditors' Hotline. You may leave a message up to **two (2) minutes** or send an email to altist@auburn.edu.*