



# Tax tip

## CRA - Service Complaints

### *Did you know that...*

The Canada Revenue Agency has introduced a new complaint resolution process? If you have a service-related complaint that has not been resolved through our normal channels, you have the right to make a formal complaint about mistakes, undue delays, poor or misleading information, or staff behaviour through CRA – Service Complaints.

For more information, visit the Canada Revenue Agency Web site at [\*\*cra.gc.ca/complaints\*\*](http://cra.gc.ca/complaints).



Canada Revenue  
Agency

Agence du revenu  
du Canada

Canada