

Office of the Taxpayers' Ombudsperson – Complaint Form

Please note that you should first attempt to resolve your service-related issue with the Canada Revenue Agency (CRA) through the Service Feedback Program. If you are not satisfied with the way your complaint was handled by the CRA or if your service issue is causing you personal or financial hardship, you can file a complaint with us. We may not be able to process the complaint if the information in sections 1, 2, 3, and 5 are not complete.

## Section 1 – Identification

Please enter the contact information of the individual impacted by the service issue.

First name	Last name	Name of corporation, organization or estate	
Mailing address			
P.O. box	City	Province/Territory/State (or country, if outside Canada)	Postal/ZIP code
Telephone number		Alternate telephone number	
Do you consent to our Office sending you an email to complete a satisfaction survey?		Do you consent to receive electronic mail about your complaint through Canada Post Connect?	
<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Email address			
Do you have any contact requirements or restrictions? Our office hours are Monday to Friday (except holidays) from 8:15 a.m. to 4:30 p.m. (EST).			

**Section 2 – What actions have you taken to resolve your complaint** (If you need more space, attach a separate sheet of paper.)

1. Have you submitted a complaint or an RC193, Service Feedback, to the Canada Revenue Agency (CRA)'s Service Feedback Program? If you have, what is the status of your complaint? If it is closed and you are not satisfied, please explain why.

If you haven't, please refer to the Service Feedback Program unless your situation is urgent or compelling as defined on our Submit a complaint – information webpage.

**Section 3 – Complaint** (If you need more space, attach a separate sheet of paper.)

Do **NOT** provide your social insurance number (SIN).

1. Describe your complaint about the CRA and include the actions you have taken to resolve your complaint, include the actions taken by the CRA's staff and provide the name, title, telephone number, and the name of the area of whom you have dealt with regarding this issue.

Do **NOT** provide any personal information such as your SIN, business number, or any other personal information that is not requested.

## Section 4 – Third party authorization

1. If you want our Office to discuss your complaint with a representative, provide the following:

Name of representative

Mailing address of representative

Telephone number

Fax or alternate telephone number

2. As the complainant identified in Section 1 of this form, I hereby authorize the representative named above to act on my behalf in dealing with the Office of the Taxpayers' Ombudsperson (OTO) for the purpose of this complaint.

Signature of complainant

Signature of representative

Year      Month      Day

3. Where do you want us to send letters about your complaint?

Complainant     Representative     Both

If you appoint a representative we will contact that person to discuss your file. You can still contact our office directly should you have questions.

## Section 5 – Permission to disclose information

I understand that, in reviewing my complaint, the Office of the Taxpayers' Ombudsperson (OTO) may need to share my information with the Canada Revenue Agency (CRA). This includes my complaint form, any supporting documentation, and any additional information provided to the OTO, and I consent to such disclosure. I give consent to the OTO to refer my complaint and the aforesaid information and documentation to the CRA Service Feedback Program for a review if my complaint has not already been addressed through the CRA Service Feedback Program. I further understand the CRA may also need to share information with the OTO for the purpose of the OTO reviewing my complaint, and I consent to such disclosure.

Signature of complainant

Year      Month      Day

## Section 6 – Submitting your complaint form

You can fax the completed form to **1-866-586-3855** or **418-566-0321** (outside Canada and the United States) or mail it to:

Office of the Taxpayers' Ombudsperson  
171 Slater Street, Suite 1000  
Ottawa ON K1P 5H7  
Canada

## Section 7 – Survey

How did you learn about the Office of the Taxpayers' Ombudsperson?

<input type="checkbox"/> Media (e.g. newspaper, radio, television)	<input type="checkbox"/> Internet Search	<input type="checkbox"/> Social Media (e.g. Facebook, Twitter)
<input type="checkbox"/> Tax professional	<input type="checkbox"/> Community Organization	<input type="checkbox"/> Canada Revenue Agency
<input type="checkbox"/> At an event	<input type="checkbox"/> Another government website	<input type="checkbox"/> Other: _____

## Privacy Notice

Personal information is collected under the authority delegated to the Ombudsperson under Order in Council P.C. 2020-0703 and is used to assess and process complaints. Information will be shared with the Canada Revenue Agency for the purposes of resolving complaints under existing information-sharing agreements and may also be used for follow-up and evaluation purposes.

Personal information is protected under the Privacy Act, and individuals have the right to access their personal information, request correction, or file a complaint to the Privacy Commissioner of Canada regarding the handling of the individual's personal information. Refer to the Taxpayers' Ombudsperson's Personal Information Bank CRA PPU 222 on Info Source at [canada.ca/cra-info-source](http://canada.ca/cra-info-source).