

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	<table border="1" style="border-collapse: collapse; width: 100%;"> <tr> <td style="width: 33%; height: 20px;"></td> <td style="width: 33%; height: 20px;"></td> <td style="width: 33%; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">Year</td> <td style="text-align: center;">Month</td> <td style="text-align: center;">Day</td> </tr> </table>				Year	Month	Day
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

Section 6 – Submitting your complaint form

You can fax the completed form to **1-866-586-3855** or **1-418-566-0321** (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 (required)

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.