Canada Revenue Agency | Agence du revenu du Canada

PROTECTED B
(when completed)

Service-Related Complaint

Section 1 – Identification

First name and initial		Last name	
Mailing address: Apt No – Street No Street name			
PO Box	RR	City	
Province or territory (or country, if outside Canada)			Postal/Zip code
Daytime telephone number – –	Alternate telephone number – –		Best time to contact you
Social insurance number/ Business Number			

Internal use only

Section 2 – Information about your complaint (If you need more space, attach a separate sheet of paper.)

If you only want to provide feedback, go to Section 3 on page 2.

1. Describe your service-related complaint.

2. What action have you taken to try to resolve your service-related complaint? Include the name(s) of the Canada Revenue Agency (CRA) staff and office location(s) you have contacted, and describe any action that they have taken.

3. Describe the outcome you want.

Vous pouvez obtenir ce formulaire en français à **www.arc.gc.ca** ou au **1-800-959-3376**.

Canada

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

1. Give the details of your comment, opinion, or suggestion.

2. What do you think we should do to improve our service?

Section 4 – **Certification**

I certify that the information given on this form and in any attached documents is correct and complete.	
Signature of taxpayer	Year Month Day

Section 5 – **Authorizing a representative**

To ask for authorization, please attach a Form T1013, *Authorizing or Cancelling a Representative*, for individual or trust accounts, or Form RC59, *Business Consent Form*, for business accounts, or ask the taxpayer to authorize you online using My Account at **www.cra.gc.ca/myaccount**, or My Business Account at **www.cra.gc.ca/mybusinessaccount**.		
Name of representative	Title	
Signature of representative	Telephone number – –	Year Month Day

Privacy Act, Personal Information Bank number CRA PPU 174

Filing Instructions

Where do I send this form?

To avoid delays in the processing of your complaint, send this completed form, together with supporting documentation and any authorization forms, separately from other tax forms. Fax your form and documents to **1-866-388-7371** from Canada or the United States or **1-819-536-0701** from outside Canada and the United States, or mail them to:

CRA – **Service Complaints**
National Intake Centre
P.O. Box 8000
Shawinigan-Sud QC G9N 0A6
CANADA

Supporting documentation

Include all relevant documentation that you feel may be helpful in reviewing your complaint or feedback.

For more information

If you need more information, see Booklet RC4420, *Information on CRA – Service Complaints,* or go to **www.cra.gc.ca/complaints**.