



Canada Revenue
Agency

Agence du revenu
du Canada

RC193 E (13)

PROTECTED B
(when completed)

Service-Related Complaint

NOTE: In this form, the text inserted between square brackets represents the regular print information.

Section 1 – Identification

First name and initial	
Last name	
Mailing address: Apt No – Street No Street name	
City	PO Box, RR

Province or territory (or country, if outside Canada)		Postal/Zip code
Area code	Daytime telephone number	
Area code	Alternate telephone number	Best time to contact you
Social insurance number/ Business Number		

Internal use only

Section 2 – Service-related complaint

- For complaints about reprisal, go to Section 3 on page 5 [below].
 - For feedback about our commitment to small business, go to Section 4 on page 7 [2].
1. Describe your service-related complaint and tell us what action you have taken to try to resolve the matter. Include the name(s) of the CRA employee(s) and office location(s) you have contacted, and describe any action that they have taken. (If you need more space, attach a separate sheet.)

For more information about your service rights, see Guide RC17, "Taxpayer Bill of Rights Guide: Understanding your rights as a taxpayer", and refer to rights 5 and 6, 9 to 11, and 13 to 15.

2. Describe the outcome you want. (If you need more space, attach a separate sheet.)

Section 3 – Reprisal complaint "You have the right to lodge a service complaint and request a formal review without fear of reprisal."

You have the right to lodge a service complaint and request a formal review and to be confident the CRA will treat you impartially, and that you will receive the benefits, credits, and refunds you are entitled to, and pay no more and no less than what is required by law. If you believe that you have been subject to reprisal, your complaint will be directly referred for investigation to a separate office located at CRA Headquarters. For more information, go to Right 16 in Guide RC17, "Taxpayer Bill of Rights Guide: Understanding your rights as a taxpayer".

Do you believe you have been subject to reprisal? If yes, give full details below of what happened to you. (If you need more space, attach a separate sheet.)

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Section 4 – Feedback about our commitment to small business

To make sure the interactions of small business with us are as effective and efficient as possible, the Taxpayer Bill of Rights includes five commitments to small business. For more information about our commitments to small business, see Guide RC17, "Taxpayer Bill of Rights Guide: Understanding your rights as a taxpayer".

- The CRA is committed to administering the tax system in a way that minimizes the costs of compliance for small businesses.
- The CRA is committed to working with all governments to streamline service, minimize cost, and reduce the compliance burden.
- The CRA is committed to providing service offerings that meet the needs of small businesses.
- The CRA is committed to conducting outreach activities that help small businesses comply with the legislation we administer.

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The CRA is committed to explaining how we conduct our business with small businesses.

Do you believe the CRA is meeting its commitment to small business? If **not**, tell us why and indicate which commitments(s) you believe we are not meeting. (If you need more space, attach a separate sheet.)

Section 5 – Certification

I certify that the information given on this form and in all documents attached is correct and complete.

Sign here	Year			Month	Day

Section 6 – 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

Contact address (Apt No – Street No Street name)										
City							PO Box, RR			
Province or territory (or country, if outside Canada)							Postal/Zip code			
Signature of representative										
Area code		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
PO 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**.