



Taxpayers' Ombudsman



**Upholding
Your Service Rights**

WHO IS the Taxpayers' Ombudsman?

The Taxpayers' Ombudsman is an independent and impartial officer who is appointed to examine service-related complaints about the Canada Revenue Agency (CRA). The Ombudsman works to uphold the Taxpayer Bill of Rights and offers a final avenue of redress.

WHAT CAN the Taxpayers' Ombudsman do?

The Ombudsman reviews complaints from people who believe they have been treated unfairly or unprofessionally by the CRA. The Ombudsman cannot override the decisions of the CRA, nor issue directions to its staff. Instead, disputes are resolved through consultation and negotiation.

The Ombudsman also identifies and investigates systemic issues, those that have the potential to negatively impact large numbers of taxpayers, and recommends solutions to the Minister of National Revenue.

If our office cannot assist with a particular complaint, we will explain why, and suggest other avenues for resolving the matter.

Since the inception of the Office of the Taxpayers' Ombudsman in 2008, we have assisted in resolving many thousands of individual complaints and our recommendations have led to significant improvements in the CRA's service to, and treatment of, taxpayers.

WHEN should you contact the Taxpayers' Ombudsman?

You should contact the Taxpayers' Ombudsman if you are not satisfied with the way your service-related complaint was handled by the CRA. You can obtain a copy of our complaint form by visiting www.oto-boc.gc.ca or by contacting the

OFFICE OF THE TAXPAYERS' OMBUDSMAN
50 O'Connor Street, Suite 724
Ottawa ON K1P 6L2
Canada

TELEPHONE
Toll-free: 1-866-586-3839

FAX
Toll-free: 1-866-586-3855

There are no costs associated with filing a complaint or for any service provided by the Taxpayers' Ombudsman.

