Restore Help

Canada Revenue Agency | Agence du revenu du Canada

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/ CRA account number			

Internal use only

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

Note: If you only want to provide feedback, go to Section 3.

1. Describe your service-related complaint.

2. What actions 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 actions 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 – Authorization for representatives

If you are filing this form for a taxpayer or business, please attach a completed Form T1013, *Authorizing or Cancelling a Representative*, for individual/trust accounts, or Form RC59, *Business Consent Form*, for business accounts, if you have not already filed either form.

Name of representative	Title			
Signature of representative	Telephone number	Year	Month	Day

Section 6 – Filing instructions

To avoid delays in the processing of your complaint, please send this completed form, together with supporting documentation and any authorization forms, separately from other tax forms. You can fax your form and documents to **1-866-388-7371** or mail them to:

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

Important

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

For more information

If you want more information, see Booklet RC4420, *Information on CRA – Service Complaints,* or visit our Web site at **www.cra.gc.ca/complaints**.