

Section 1 – Identification

Agency

First name and initial			Last name			Internal use only
Mailing address: Apt No –						
PO Box	RR		City			
Province or territory (or co	untry, if out	side Canada)		Postal/Zip code		
Daytime telephone number Alternate telepho		ne number	Best time to contact you			
Social insurance number/ CRA account number				L		

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.

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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, <i>Authorizing or Cancelling a Representative</i> , for individual/trust accounts, or Form RC59, <i>Business Consent Form</i> , 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.