



Sudbury ON P3A 5C1

Date September 13, 2019
Reference Number 2019-11147

NADIM GHAZNAVI
C/O CASA SHANGRILA
VIA JAMA 8
200 MTR. DEL LA POLICIA
CANOA MANABI
ECUADOR

Subject: Your service complaint

Dear Sir:

I am responding to your service-related complaint received on August 9, 2019.

In order to address your concern with respect to the 2016 late filing penalties and arrears interest, I consulted with the T1 Adjustments section at the Sudbury tax center. A Canada Revenue Agency (CRA) official from this section has advised me of the following:

Further to a review of the file, our records indicate that the reassessment of April 4, 2019 for the 2016 tax year was completed to remove late filing penalties and arrears interest, rather than federal and provincial omission penalties and arrears interest. Thank you for bringing this matter to our attention.

As a result, we have processed the request to remove the omission penalties and arrears interest for the 2016 tax year. The 2016 notice of reassessment was issued on August 30, 2019. The CRA apologize for any inconvenience this may have caused.

I regret that you did not experience the high level of service and professionalism that the Agency expects from its programs and I thank you for the opportunity to review your complaint. Your feedback helps to improve the quality of our service.

You should use the reference number shown above on all your related correspondence and enquiries.

If you have questions about your service-related complaint, please call me at 705-670-6533.

If you are still not satisfied with the way we handled your complaint, you can contact the Office of the Taxpayers' Ombudsman (OTO) to see if it can review your complaint. To find out more about the OTO, visit canada.ca/en/taxpayers-ombudsman or call 1-866-586-3839.

Sincerely,

Jenny Wilson
Service complaint officer
Service Complaints Program
Sudbury Centre of Expertise