

Service Feedback

Use this form to provide feedback on your experience with the service that you received from the Canada Revenue Agency (CRA).

Do not use this area.

Service feedback refers to the quality and timeliness of the CRA's service. For more information, go to canada.ca/cra-service-feedback.

Select the type of feedback you want to provide:

☐ Compliment ☐ Suggestion ☐ Complaint

Section 1 – Client identification

First name				Last name			
Business name (if applicable)							
Mailing address (apt. no – street no, street name, PO box, RR)							
City							
Province or territory (or country, if outside Canada)						Postal or ZIP code	
Main telephone number				Alternate telephone number			
Social insurance number		Business number		Program identifier	Reference identifier	Other account number	

Section 2 – Authorized representative identification

To be completed if you are an authorized representative submitting this form on someone else's behalf.

First name					Last name									
Business name (if applicable)					Business number					Program identifier		Reference identifier		
Mailing address (apt. no – street no, street name, PO box, RR)					City									
Province or territory (or country, if outside Canada)			Postal or ZIP code		Telephone number									

For information on how you can authorize a person to act on your behalf, go to canada.ca/taxes-representative-authorization.

Section 3 – Service feedback

Describe your compliment, suggestion, or complaint.

If possible, please include the name(s) of the CRA employee(s) and/or office location(s) you have been in contact with, and describe any action taken to resolve the matter. If needed, attach additional sheets of paper, and any related documents.

Personal information (including the SIN) is collected for the purposes of the administration or enforcement of the Income Tax Act, the Excise Tax Act, and related programs and activities including administering tax, benefits, audit, compliance, and collection. The information collected may be used or disclosed for purposes of other federal acts that provide for the imposition and collection of a tax or duty. It may also be disclosed to other federal, provincial, territorial or foreign government institutions to the extent authorized by law. Under the Privacy Act, individuals have a right of protection, access to and correction of their personal information, or to file a complaint with the Privacy Commissioner of Canada regarding the handling of their personal information. Refer to Personal Information Bank CRA PPU 571 on Information about Programs and Information Holdings at canada.ca/cra-information-about-programs.

How to submit this form

Online	Fax	Mail
<p>Use the "Submit documents" service at:</p> <ul style="list-style-type: none"> • My Account at canada.ca/my-cra-account if you are an individual • My Business Account at canada.ca/my-cra-business-account if you are a business owner • Represent a Client at canada.ca/taxes-representatives if you are an authorized representative or employee 	<ul style="list-style-type: none"> • 1-866-388-7371 from Canada or the United States • 1-819-536-0701 from outside Canada and the United States 	<p>CRA Service Feedback National Intake Centre 4695 Shawinigan-Sud Boulevard Shawinigan QC G9P 5H9 CANADA</p>