

The Taxpayers' Ombudsman

The Taxpayers' Ombudsman is committed to upholding taxpayer service rights and promoting professional service and fair treatment of taxpayers by the Canada Revenue Agency (CRA).

Making a difference for taxpayers

The Office of the Taxpayers' Ombudsman reviews complaints from people who believe they have been treated unfairly or unprofessionally by the CRA. Our interventions into taxpayer complaints as well as our examination of systemic issues have led to significant improvements on how the CRA provides service to Canadians. All of the Ombudsman's recommendations to date have been accepted by the Minister of National Revenue.

Know your rights as a taxpayer

Become familiar with the Taxpayer Bill of Rights. The more you know about your rights, the more you will benefit from them. To learn about your rights or how to file a service-related complaint, visit our Web site at www.oto-boc.gc.ca or call us – the Office of the Taxpayers' Ombudsman is here to assist you.

Stay in touch

Subscribe to our Electronic Mailing List to receive automatic updates from our Office. To subscribe, visit our Web site at www.oto-boc.gc.ca.

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