

Your Rights

In your dealings with the Canada Revenue Agency

Fair treatment

You have the right to expect us to apply the law fairly and impartially.

Courtesy and consideration

You have the right to be treated with courtesy, respect, and consideration.

Privacy and confidentiality

You have the right to expect that your personal and financial information is protected against unauthorized use or disclosure.

Bilingual service

You have the right to be served in the official language of your choice at designated bilingual offices.

Information

You have the right to get complete, accurate, and clear information about your rights, entitlements, and obligations.

Entitlements

You have the right to every benefit allowed under the law.

Formal review

If you believe you have not received your full entitlements under the law, you have the right to a formal review of your file. If we cannot resolve the matter to your satisfaction, you have the right to appeal to the courts.

We respect your rights

If you feel your rights have not been respected, we encourage you to speak with an officer or a supervisor, or consult the guide:

Your Rights

This guide outlines your rights in greater detail.

More Ways to Serve You!

Pour vous servir encore mieux!



Canada Revenue
Agency

Agence du revenu
du Canada

Canada