

Your Rights

In your dealings with the Canada Customs and 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. You can get a copy by calling **1-800-959-2221**, or from our Web site at **www.ccr-aadrc.gc.ca** on the “Fairness and Client Rights” page.

