

REVENU  
QUÉBEC



FAIR.  
FOR ALL.



THE BUREAU DE LA PROTECTION  
DES DROITS DE LA CLIENTÈLE

**YOUR RIGHTS  
ARE OUR  
PRIORITY!**

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[www.revenuquebec.ca](http://www.revenuquebec.ca)

A dedicated independent body within Revenu Québec, the Bureau de la protection des droits de la clientèle exists to serve clients who are not satisfied with a decision or service or feel their rights were not upheld.

We analyze files in an unbiased manner, making sure that clients' rights are upheld and their confidentiality protected, and that Revenu Québec's decisions are fair and objective. By doing so we ensure that all clients are treated fairly and are fully aware of their rights.

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## **Who we serve**

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Our services are available to all of Revenu Québec's clients, be they individuals, businesses or professional representatives.

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## Our commitments to you

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The following principles inform every one of our actions:

- **Availability**

We are easy to reach, and our services are free of both cost and red tape.

- **Understanding**

We will lend an open and unbiased ear to make sure we understand your needs.

- **Transparency**

We will keep you informed throughout the processing of your file and make sure that the reasons for any decision are explained to you.

- **Respect**

We will uphold your rights throughout the process, from conducting an unbiased review of your file to making any appropriate recommendations in order that a decision be reviewed, a mistake corrected or a conflict resolved.

- **Betterment**

We will suggest any necessary improvements to Revenu Québec's services or practices to make sure that mistakes are not repeated and that clients are better served.

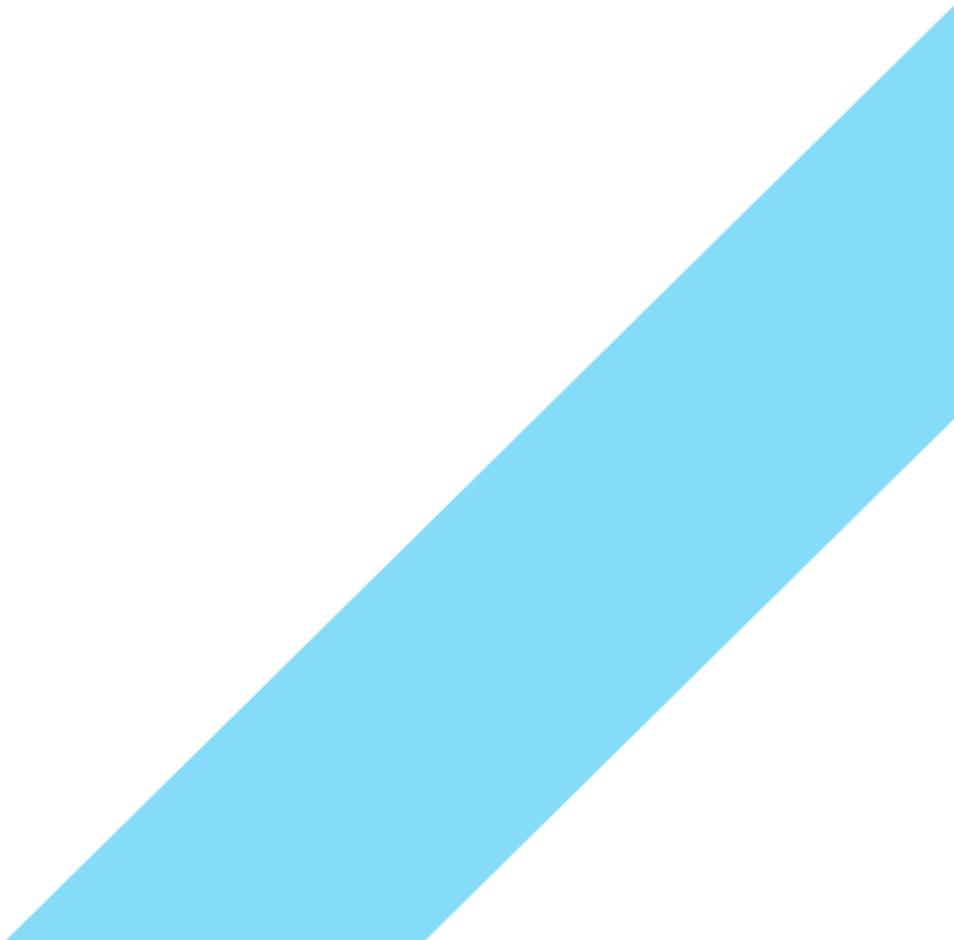
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## **When to turn to us**

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We are here to help if you are not satisfied with services you received, with the application of a law or regulation or with a program or practice, if you feel your rights were not upheld and want to file a complaint, or if you disagree with a decision made by Revenu Québec.

In all the above cases, however, the first step is to contact the person in charge of your file or his or her superior to express your dissatisfaction and discuss possible solutions. If you are not satisfied with the outcome of that discussion, contact us.



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## **How to contact us**

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Our services are readily available and free of cost at all times, even if someone is representing you.

You can get in touch with us by phone, mail or fax, through Revenu Québec's website, or in person (by appointment).

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## **A charter to protect your rights**

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Your rights and recourses are explained in Revenu Québec's *Charter of Taxpayers' and Mandataries' Rights* (ADM-597-V). They're your rights—read the charter at [www.revenuquebec.ca](http://www.revenuquebec.ca) to learn more about them.

# TO CONTACT US

## By telephone

Québec City  
418 652-6159

Elsewhere  
1 800 827-6159 (toll-free)

## Individuals with a hearing impairment

Montréal  
514 873-4455

Elsewhere in Canada or the U.S.  
1 800 361-3795 (toll-free)

## Hours of availability of telephone services

Monday to Friday:

8:30 a.m. – 12 p.m.  
1 p.m. – 4:30 p.m.

## By fax

Québec City  
418 577-5053

Elsewhere  
1 866 680-1860 (toll-free)

## By mail

**Bureau de la protection des droits de la clientèle**

Revenu Québec

3800, rue de Marly, secteur 3-4-5

Québec (Québec) G1X 4A5

For more information, go to [www.revenuquebec.ca](http://www.revenuquebec.ca).

Cette publication est également disponible en français et s'intitule  
*Le respect de vos droits : une priorité !* (IN-602).