

Taxpayer Fairness and Service Code

Information about this code is contained in the detailed *Taxpayer Fairness and Service Code* booklet available on our website. To request a printed copy, or to obtain assistance or additional information, please contact us:

Toll-free within Canada: 1 877 388-4440

E-mail: CTBTaxQuestions@gov.bc.ca

Website: www.gov.bc.ca/fin

Taxpayer Fairness and Service Code

Working Together in Partnership

7th Edition, May 2012



Taxpayer Fairness and Service Code

The partnership between the taxpayers of British Columbia and the Ministry of Finance is strengthened by the following commitments to fairness and service:

Courtesy and respect

You have the right to professional and courteous treatment.

Privacy and confidentiality

You have the right to expect we will protect the confidentiality of your information.

Fair treatment

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

Help

You have the right to obtain help from us so you can clearly understand your obligations and entitlements.

Information

You have the right to request and to receive complete, accurate, clear and timely information in writing to assist you in understanding your obligations and entitlements.

Clear expectations

You have the right to expect us to clearly explain the steps we will follow when working with you.

Dispute resolution

You have the right to expect that your concerns, disagreements or complaints will be resolved fairly, in a timely manner and in accordance with the law.

An appeal

You have the right to an appeal to the minister.