
PRESS RELEASE

For immediate release

DESPITE REVENU QUÉBEC'S CHANGE IN STATUS, THE QUÉBEC OMBUDSMAN IS STILL THE TAXPAYERS' OMBUDSMAN

Québec City, April 1, 2011 – Although Revenu Québec's status changed today as it became Agence du revenu du Québec, the Québec Ombudsman is still the taxpayers' ombudsman. All taxpayers, including individuals, businesses, and organizations, are reminded that they can call on the Québec Ombudsman to handle any complaints about Agence du revenu. The Ombudsman is a neutral and independent resource that reports directly to the National Assembly. The Québec Ombudsperson, who was unanimously appointed by the sitting members of the National Assembly, is Raymonde Saint-Germain.

The Québec Ombudsman can intervene in cases of abusive collection activities, delays, excessive requirements, and erroneous or incomplete information. It also has jurisdiction over the Agency-administered spousal support collection program. Every year the Québec Ombudsman handles nearly 1,000 complaints about Revenu Québec from individuals and businesses. Its intervention has brought about important corrective measures for wronged taxpayers, including faster processing of requests, the review of taxpayer files with regard to cancellation of penalties and interest, and recognition of individual financial situations. The Québec Ombudsman can also guide taxpayers to other means of recourse, in particular when there are objections to assessments.

The Québec Ombudsman encourages all individual and business taxpayers to enlist its aid if they are dissatisfied with how the new Agence du revenu du Québec handles their files. The Québec Ombudsman's services are free of charge and all inquiries are treated confidentially. It should be noted that the Québec Ombudsman does not intervene when legal recourse is exercised in connection with the same matters.

To contact the Québec Ombudsman: 1-800-463-5070 (Québec City: 418-643-2688; Montréal: 514-873-2032) www.protecteurducitoyen.qc.ca.

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Source: The Québec Ombudsman

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