

# Taxpayer Fairness and Service Code

*a partnership of working together*

5th Edition, June 2008



# Taxpayer Fairness and Service Code

*The partnership between the taxpayers of British Columbia and the Ministry of Small Business and Revenue 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 without compromise.

## **Help**

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

## **Fair treatment**

You have the right to expect we will apply the law fairly and impartially so you have confidence in us when we carry out activities critical to the funding of public services.

## **Information**

You have the right to request and be provided in a timely manner with complete, accurate, and clear information in writing to assist you in understanding your obligations and entitlements.

## **To understand the business we conduct with you**

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 a review of your situation if you disagree with an action we have taken, a decision we have made, feel you have been treated unfairly, or have received information which you believe is incorrect.

## **A timely appeal**

You have the right to a timely appeal to the minister.

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## **More information:**

More information about this code is contained in the detailed Taxpayer Fairness and Service Code booklet. To request a copy or to obtain assistance or additional information, contact us:

*Toll-free within Canada:* 1 877 388-4440

*E-mail:* [CTBTaxQuestions@gov.bc.ca](mailto:CTBTaxQuestions@gov.bc.ca)

*Website:* [www.sbr.gov.bc.ca](http://www.sbr.gov.bc.ca)

## **Feedback:**

We want to hear any comments you may have about this code or our service:

## **General:**

*E-mail:* [RevenueCustomerFeedback@gov.bc.ca](mailto:RevenueCustomerFeedback@gov.bc.ca)

*Mail:*

Taxpayer Fairness and Service Code Feedback  
PO Box 9442 Stn Prov Govt  
Victoria, British Columbia  
V8W 9V4

## **Minister's office:**

*E-mail:* [SBR.Minister@gov.bc.ca](mailto:SBR.Minister@gov.bc.ca)

*Mail:*

PO Box 9065 Stn Prov Govt  
Victoria, British Columbia  
V8W 9E2



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