Tax and Customs Administration

Complaint

Why this form?

With this form you can lodge a complaint if you are dissatisfied with the way you have been treated. You cannot use this form to lodge a notice of objection, appeal or petition. Neither can you use the form to ask questions about the status of filed returns or objections.

State clearly what your complaint is about

For example, indicate when you wrote a certain letter or what happened on a certain date. Do you have a complaint regarding an employee? Please state the name of the employee. For Customs-related complaints you can, for example, state a licence number or a flight number.

Please enclose copies of documents

For example, letters from the Tax and Customs Administration, notices of assessment or reminders you refer to. This way, we can process your complaint more quickly. You should only send copies. The documents enclosed will not be returned.

Completing and submitting the form

You can fill in this form and save it on the computer, but you cannot send it to us digitally. Therefore, please print the form, sign it and send it by post to the address at the bottom of this form.

What happens after we receive your complaint?

We will call you as soon as possible after we have received your complaint. We will send you a letter if we cannot reach you.

Privacv

We treat the data of citizens and companies and your privacy with care. Please visit belastingdienst.nl/privacy and see how we do this.

More information

Do yo have any questions? Please visit belasting dienst.nl/klacht (only in Dutch) for more information.

Your data					
Name*					
Company					
(if you are an entrepreneur*)					
Address*					
Postal code* and town*					
Country*					
How would you like us to contact you?	By telephone				
	By e-mail				
	By post				
	No preference				
Telephone during the day					
	Please fill in a telephone number where we can reach you on weekdays between 8.00 and 17.00 hours. We will preferably contact you by telephone to discuss your complaint.				
When can we best reach you?	In the morning				
	In the afternoon				

^{*} Mandatory fields. The other fields are not mandatory but contribute to a proper processing.



Your data (continued)			
E-mail address			
	E-mail is not a secure way of exchanging information. However, we offer you the possibility to provide us with an e-mail address so we can discuss your complaint with you by e-mail. If you prefer us to use e-mail, you must give us permission to do so.		
Do you give the Tax and Customs	Yes, I give permission to e-mail me about this complai	int.	
Administration permission to e-mail you about this complaint?	No, I do not give permission to e-mail me about this co	omplaint.	
Please select whichever is applicable.	Private person > Citizen Service Number		
	Entrepreneur > Citizen Service Number or RSIN		
Authorised representative			
Do you wish to be represented by an at this complaint with your authorised re	nthorised representative? Please fill in the details of your authorised r presentative, not other matters.	epresentative below. We will only discuss	
Name			
Address			
Postal code and town			
Telephone during the day			
	Please fill in a telephone number where we can reach your authoris 17.00 hours. We will preferably contact your authorised representa		
E-mail address			
	E-mail is not a secure way of exchanging information. However, we offer you the possibility to provide us with an e-mail address so we can discuss your complaint with your authorized representative by e-mail. If you prefer to use e-mail, you must give us permission to do so.		
Do you give the Tax and	Yes, I give permission to e-mail my authorised represe	entative about this complaint.	
Customs Administration permission to e-mail your authorized representative about	No, I do not give permission to e-mail my authorised r	representative about this complaint.	
this complaint?			
this complaint? Becon number intermediary			



Use this space to describe your complaint*. Do you need more space? Please add your description as an enclosure.					
i					
;					
:					
İ					
İ					
İ					
i					
i					
i					
·····					
ļ					
İ					
i					
:					

^{*} Mandatory field.



i				
<u> </u>				
Give an oral explanatio				
diveanorarexplanatio	Tor your complaint			
Do you want to give an or	·	Yes		
	e opportunity to give an oral explanation of	No		
	over the telephone or at the office. We will	ii 140		
contact you to make an appo	intment.			
Signature				
	ii ii ii		······	
Date*		Signature*		
Number of enclosures				
* Mandatan Golds				
* Mandatory fields.			i	
Sending your complain				
Schaing your complain				
	ration division you have a complaint about?			
		Select the		Amsterdam
About which Tax Adminis Select the Tax Administration division	Belastingen (Taxes)	Customsoffice		Amsterdam Arnhem
About which Tax Adminis Select the Tax Administration division you have a complaint	Belastingen (Taxes) BelastingTelefoon (Tax Information Line)	Customsoffice about which you		Arnhem
About which Tax Adminis Select the Tax Administration division	Belastingen (Taxes) BelastingTelefoon (Tax Information Line) Douane (Customs)	Customsoffice		Arnhem Breda
About which Tax Administ Select the Tax Administration division you have a complaint about, to find the address	Belastingen (Taxes) BelastingTelefoon (Tax Information Line) Douane (Customs) Toeslagen (Benefits)	Customsoffice about which you have a complaint		Arnhem Breda Eindhoven
About which Tax Administ Select the Tax Administration division you have a complaint about, to find the address to send your complaint to.	Belastingen (Taxes) BelastingTelefoon (Tax Information Line) Douane (Customs) Toeslagen (Benefits) I do not know	Customsoffice about which you have a complaint		Arnhem Breda Eindhoven Groningen
About which Tax Administ Select the Tax Administration division you have a complaint about, to find the address to send your complaint to. Print the form, sign it and sei	Belastingen (Taxes) BelastingTelefoon (Tax Information Line) Douane (Customs) Toeslagen (Benefits) I do not know and your complaint together with the enclosures	Customsoffice about which you have a complaint		Arnhem Breda Eindhoven Groningen Rotterdam Haven (Harbour)
About which Tax Administ Select the Tax Administration division you have a complaint about, to find the address to send your complaint to. Print the form, sign it and ser in a stamped envelope mark.	Belastingen (Taxes) BelastingTelefoon (Tax Information Line) Douane (Customs) Toeslagen (Benefits) I do not know	Customsoffice about which you have a complaint		Arnhem Breda Eindhoven Groningen Rotterdam Haven (Harbour) Schiphol Cargo
About which Tax Administ Select the Tax Administration division you have a complaint about, to find the address to send your complaint to. Print the form, sign it and ser in a stamped envelope mark.	Belastingen (Taxes) BelastingTelefoon (Tax Information Line) Douane (Customs) Toeslagen (Benefits) I do not know and your complaint together with the enclosures and 'Klacht' (Complaint) to the address below.	Customsoffice about which you have a complaint		Arnhem Breda Eindhoven Groningen Rotterdam Haven (Harbour)

