



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.

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 within 1 week after we have received your complaint. We will send you a letter if we cannot reach you.

Privacy

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 you have any questions? Please visit belastingdienst.nl/klacht (only in Dutch) for more information.

1 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.



1 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 Administration permission to e-mail you about this complaint?

Yes, I give permission to e-mail me about this complaint.

No, I do not give permission to e-mail me about this complaint.

Please select whichever is applicable.

Private person > Citizen Service Number

Entrepreneur > Citizen Service Number or RSIN

2 Authorised representative

Do you wish to be represented by an authorised representative? Please fill in the details of your authorised representative below. We will only discuss this complaint with your authorised representative, not other matters.

Name

Address

Postal code and town

Telephone during the day

Please fill in a telephone number where we can reach your authorised representative on weekdays between 8.00 and 17.00 hours. We will preferably contact your authorised representative by telephone to discuss your complaint.

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 us to use e-mail, you must give us permission to do so.

Do you give the Tax and Customs Administration permission to e-mail your authorized representative about this complaint?

Yes, I give permission to e-mail my authorised representative about this complaint.

No, I do not give permission to e-mail my authorised representative about this complaint.

Becon number intermediary



3 Describe your complaint

Use this space to describe your complaint*. Do you need more space? Please add your description as an enclosure.

Form area with horizontal dotted lines for text entry.

* Mandatory field.



