



# 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.

It is important that you 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.

Do you have any documents relevant to your complaint? For example, letters from the Tax Administration, notices of assessment or reminders you refer to? Please enclose them. This way, we can process your complaint more quickly.

### Please note!

The documents enclosed will not be returned. That is why you should only send copies. You can fill out this form on the computer, but you can not file it on your computer. Print the form using the print function of your computer. If you wish to keep a copy for your own administration please make an additional print-out.

## 1 Your data

Name\*

Company  
(if you are an entrepreneur\*)

Address\*

Postal code\* and town\*

Telephone during the day

Please tick whichever is applicable

Private person > Citizen Service Number

Entrepreneur > VAT number  N L  B

> EORI number

You may also have yourself represented by an authorized person. In that case, please fill in his/her details below.

Name

Address

Postal code and town

Telephone during the day

\* Mandatory fields. The other fields are not mandatory but contribute to a proper processing.



[Empty dotted box for Citizen Service Number]

N L B [Empty dotted box for VAT number]

**2 Describe your complaint**

Use this space to describe your complaint. Do you need more space? Please enclose an annex.

[Large area of horizontal dotted lines for describing the complaint]



**3 Possible solution**

Use this space to give suggestions or describe a possible solution to your complaint.






**4 Give an oral explanation of your complaint**

You are entitled to give an oral explanation of your complaint. You will receive an invitation for this. You can indicate below if you want to do this at our office or over the telephone. Do you not want to give an oral explanation? You can also indicate this. Please tick whichever is applicable.

I want to explain my complaint over the telephone.

We will contact you by telephone. If you want us to call you at a telephone number other than the number you filled out in section 1, you can state this number here

I want to explain my complaint at the office. You will receive an invitation for this.

I do not want to explain my complaint.

**5 Signature**

Place

Date

 -  - 

Signature

Number of annexes

**Addressing and sending your complaint**

Please send the form to the Tax Administration division you have a complaint about.

Choose between Tax Administration/Taxes, Tax Administration/Benefits, Tax Information Line, Customs or FIOD.

If you choose Customs you should also select an office.

Please send your complaint in a stamped envelope marked 'Klacht' (Complaint). Do not forget to enclose annexes, if any.

Select a region



**Printing**

Have you completed the form? You can then print it. You cannot save the completed form on your computer.

Do you want to save a copy? Make an additional print.

Carefully check whether you have filled out all information. Do not forget to sign below 5.

Space for office use

