



## Standard CRA Response letter to a Complaint About a Particular Canadian Registered Charity

By Mark Blumberg (May 12, 2018)

We requested from CRA under the Access to Information and Privacy system copies of standard letters and scripts that the CRA uses in the Charities Directorate. One of the documents provided is a letter CRA uses in response to a complaint made about a particular Canadian registered charity by a member of the public. The letter explains that all complaints are reviewed by CRA, but that CRA cannot discuss the affairs of a particular registered charity with anyone who is not an authorized representative of that organization. The letter also points out that the identity of complainants remains confidential. If you have a concern about a Canadian registered charity here is our [page](#) on that. CRA will take in complaints but unfortunately under s. 241 of the Income Tax Act CRA is not allowed to discuss the affairs of a charity with anyone, other than the charity and its authorized representatives. Here is a [recent submission](#) where I express concern about the confidentiality provisions relating to non-profits and registered charities.

The full document from CRA is reproduced on the next page.

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CANADA REVENUE  
AGENCY

AGENCE DU REVENU  
DU CANADA

Mr./Ms./ Recipient's Name  
Title within the Organization  
Name of the Organization  
Suite # or Floor # (if applicable)  
Building Name (if applicable)  
Street  
Post Office Box (if applicable)  
City Province(two spaces)Postal code

BN:  
File#:

Date (Month, Day, comma, Year)

**Subject: Type name of charity concerned**

Dear Salutation:

Thank you for your letter dated Type date wherein you Insert complaint(s).

Please note that the confidentiality provisions of the *Income Tax Act* prevent the Canada Revenue Agency from discussing the affairs of a particular registered charity with anyone who is not an authorized representative of the organization. I do, however, wish to point out that all complaints are reviewed and dealt with in an appropriate manner. The identity of complainants remains confidential.

If you have any questions or require further information or clarification, please do not hesitate to contact me at the numbers indicated below.

Yours sincerely,

Robert Delaney  
Director  
Compliance Division  
Charities Directorate  
Telephone: 613-670-9461  
Toll free: 1-800-267-2384

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c.c.: Mr. Tony Manconi

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