

# How to fill out the Complaint Form:

Complete all fields on the Complaint Form. This helps the Assessment Review Board Clerk (Clerk) schedule your hearing.

Fill in the Municipality (Calgary) and tax year (current year).

## Section 1 – Notice Type

Indicate what type of assessment you received as stated on your Assessment Notice:

- a) Annual Assessment,
- b) Amended Annual Assessment,
- c) Supplementary Assessment or,
- d) Amended Supplementary Assessment.

## Section 2 – Property Information

Enter the following information about your property from the Assessment Notice:

- a) assessment roll or tax roll number,
- b) municipal address, and
- c) legal land description.

Enter the property type. For example:

- a. Residential property with 3 or less dwelling units (includes residential condos);
- b. Residential property with 4 or more dwelling units;
- c. Farm land; or
- d. Non-residential property (includes commercial properties)

For a residence that is located on a farm, select “Residential property with 3 or less dwelling units” and “Farm land”.

## Section 3 – Complainant Information

Identify who is filing the complaint on the property described in section 2. If a family member or friend is representing you at the hearing, identify them in this section. It is important to know who the Complainant is because confidentiality could be an issue.

If you have hired an Agent to file the complaint and represent you at the hearing, or if you are an Agent, the Agent must be identified in this section and a completed **Assessment Complaints Agent Authorization (ACAA)** form attached or the Complaint Form is invalid (*MRAC*, s. 55).

#### **Section 4 – Complaint Information**

Check the appropriate boxes to identify the Matters for a Complaint that apply to your complaint. The back of the Complaint Form lists the matters a complaint can be about. **If your complaint is only about your assessed value, check Box 3.** You can check more than one box if your complaint is about more than one matter, but only check the boxes that apply.

#### **Section 5 – Reason(s) for Complaint**

This section is where you provide details about the matter(s) identified in the previous section. For instance, if filing a complaint about the assessment amount (Box 3), state what information on the assessment notice is incorrect. Explain why the information is incorrect (for example, the square footage on your property record is wrong), what the correct information should be (for example, the actual square footage), and the requested assessed value.

***Note: An Assessment Review Board must not hear any matter regarding an issue that is not identified on the Complaint Form. This means you cannot introduce new evidence or issues at the hearing that have not been disclosed.***

#### **Section 6 – Complaint Filing Fee**

A filing fee is payable when filing a complaint. The filing fee must be submitted with the Complaint Form, or the complaint will be invalid. The filing fee is returned if you have reached an agreement with the assessor and your assessment corrected and your complaint withdrawn prior to the hearing, or the Assessment Review Board decides in your favour.

#### **Section 7 – Complainant Signature**

Date, print and sign your name (or that of a family member, friend or Agent representing you).

**Note: Your completed Complaint Form and any supporting attachments (including an Assessment Complaints Agent Authorization form if filed by an Agent) and the prescribed filing fee, must be submitted together prior to the deadline indicated on your Notice of Assessment. Complaint Forms that are incomplete, filed late, or without the required filing fee (and ACAA if filed by an Agent) are invalid.**