

DO YOU HAVE A COMPLEX TAX MATTER THAT YOU NEED HELP RESOLVING?

LET OTA HELP YOU!

WHAT IS THE OFFICE OF THE TAXPAYER ADVOCATE?

The Office of the Taxpayer Advocate works within the Office of Tax and Revenue and is dedicated to ensuring that all District of Columbia taxpayers are treated in a fair and equitable manner and in accordance with District law.

WHAT DOES IT MEAN TO HAVE “TAXPAYER RIGHTS?”

Taxpayer rights are foundational principles that govern how OTR examines, assesses and collects taxes and how it treats taxpayers.

REQUEST ASSISTANCE

To request assistance:

- Visit taxpayeradvocate.dc.gov and click the “Request Assistance” button on the homepage to complete and submit Form DC-911
- ✉ taxpayeradvocate@dc.gov
- ☎ (202) 442-6348

THE OFFICE OF THE TAXPAYER ADVOCATE

YOUR VOICE AT OTR

The Office of the Taxpayer Advocate (OTA) helps to:

- *Resolve complex tax cases*
- *Protect taxpayers’ rights*



 taxpayeradvocate.dc.gov

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THE OFFICE OF THE TAXPAYER ADVOCATE (OTA) IS COMMITTED TO:

- Ensuring that all District taxpayers know their rights and obligations as taxpayers
- Providing assistance to resolve tax issues that are unresolved after going through traditional channels
- Providing systemic advocacy in order to improve the District of Columbia's tax system
- Building and maintaining trust with the District's taxpayers

DO YOU KNOW YOUR TAXPAYER RIGHTS?

In accordance with the District of Columbia's Taxpayer Bill of Rights, all taxpayers have a right to:

- Be informed
- Quality service
- Pay no more than the correct amount of tax due
- Challenge the District's position and be heard
- Have their dispute independently reviewed
- Finality
- Privacy
- Confidentiality
- Representation
- A fair and just tax system



WHEN OTA CAN HELP

OTA can help in cases where:

- The taxpayer has tried to resolve a problem through the normal channels but has been unable to resolve the matter
- There is undue delay or unresponsiveness
- There is a unique situation that needs individualized review
- The taxpayer is experiencing imminent hardship
- There is no other opportunity for review

WHEN OTA CANNOT HELP

OTA cannot help in situations where:

- The taxpayer has an active bankruptcy or a case pending before another tribunal. The taxpayer must wait until those proceedings are concluded before requesting OTA assistance
- The taxpayer has not made an attempt to work through "normal" channels before requesting assistance from OTA

PLEASE NOTE: For routine processing concerns (such as routine processing of returns, processing of refunds, or questions regarding online account access), the taxpayer should attempt to reach out to the assigned department and allow sufficient time for processing before contacting OTA.