

### ► **What can I expect from the Customer Advocate?**

You can expect that the Customer Advocate will:

- listen to your problem
- assure confidentiality and professionalism
- provide an impartial and independent review
- provide courteous service
- provide timely acknowledgement and resolution
- give advice to help avoid future problems
- recommend changes to the Commissioner

**Note:** The Customer Advocate cannot change a legal tax decision. However, the Customer Advocate will intercede on the taxpayer's behalf, and can suggest legislative or ordinance changes.

### ► **What information should I provide to the Customer Advocate?**

The Customer Advocate will ask you to provide the following information:

- your name, address, FEIN number and social security or account number
- your telephone number and hours you can be reached
- your e-mail address, if applicable
- the type of tax involved
- a description of the problem
- an account of your previous attempts to solve the problem with the Commissioner including, as much as possible, dates and names of staff with whom you spoke

### ► **Your Ideas Count**

The Customer Advocate welcomes feedback from taxpayers and encourages them to contact the office with comments and suggestions on ways to improve operations.

### ► **How do I contact a Customer Advocate?**

You may email, call or visit the Customer Advocate Office (Room 200) between 8:00 a.m. and 5:00 p.m., Monday through Friday.

#### **Contact Information:**

##### **Customer Advocate**

Office of the Commissioner of Revenue  
2100 Clarendon Boulevard, Suite 200  
Arlington, Virginia 22201  
Phone: (703) 228-4810  
Fax: (703) 228-7048  
E-mail: [advocate@arlingtonva.us](mailto:advocate@arlingtonva.us)  
Website: [www.arlingtonva.us/cor](http://www.arlingtonva.us/cor)

#### **Other Important Telephone Numbers:**

**Administration:**  
(703) 228-3033

**Business Taxes:**  
(703) 228-3060

**Meals Tax:**  
(703) 228-7180

**Cigarette/Short Term Rental/  
Bank Franchise/Transient Occupancy Taxes:**  
(703) 228-7180

**Vehicle Personal Property Tax:**  
(703) 228-3135

**State Income Tax/Compliance Division:**  
(703) 228-4017

## Customer Advocate: Questions & Answers

# Customer Advocate

## Questions & Answers



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## Arlington County Taxpayer's Rights and Responsibilities

### ► Our Mission

To protect the rights of individual and business taxpayers and to resolve those issues not satisfactorily addressed through normal channels.

### ► What does the Customer Advocate do?

The Customer Advocate assists customers in resolving problems with the Commissioner of Revenue by providing an independent review of their tax situation. The goal of the Customer Advocate is to recommend administrative solutions and changes, while still promoting and upholding the Commissioner's mission of fair and equitable application of the tax laws.

#### **The Customer Advocate responds to all requests for help by:**

- listening to your problems
- discussing your complaint with you
- examining your situation
- reviewing office records

You are encouraged to request the services of the Customer Advocate if you want clarification about a procedure or ruling, or if the office is unresponsive in some way. The Customer Advocate will step in to help. Sometimes the help might be simply to connect you with the right person in the appropriate division. Whether the issue is simple or complex, you will always receive the highest possible level of service.

### ► Who may utilize the Customer Advocate?

Customers who believe they have not been treated fairly, whose issues have not been addressed in a timely manner or who have an ongoing issue with the Commissioner may utilize the assistance of the Customer Advocate.

*(over, please)*

Office of the Commissioner of Revenue  
Ingrid H. Morroy, Commissioner

### **Taxpayer's Bill of Rights**

1. You have the right to a Commissioner with an "open door" policy who publicizes information on new laws and processes.
2. You have the right to a fair and equitable assessment of your property, conducted in accordance with the Code of Virginia and Arlington County ordinances.
3. You have the right to complete details about the Commissioner's procedures for assessing property.
4. You have the right to prompt and courteous attention from the Commissioner when you have a question concerning any aspect of your assessment.
5. You have the right to expect professional service and a timely response.
6. You have the right to expect that your tax records and transactions are kept confidential and are not disclosed to any person except as authorized by law.
7. You have the right to expect the Commissioner's Customer Advocate to assert your rights within the office.
8. You have the right to meet with the Commissioner or her representative who assessed your property for a review of your assessment.
9. You have the right to request a correction of your assessment from the Commissioner, the State Tax Commissioner and/or the court system if you feel that your assessment is incorrect or unfair.
10. You have the right to expect to leave the Commissioner's Office feeling as though you were served in a competent and professional manner.

### **Taxpayer's Responsibilities**

- Knowing your tax reporting obligations and seeking assistance when you have questions.
- Filing returns and paying taxes in a timely manner.
- Ensuring the accuracy of the information entered on your tax return.
- Registering any business with the Commissioner of Revenue and applying for and maintaining all applicable permits required for its operation.
- Registering any motor vehicle and applying for a decal in a timely manner.
- Promptly notifying the Commissioner and paying all the taxes when closing or transferring a business or motor vehicle.