PRESS RELEASE

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CRA Call Centres: OAG Report confirms what UTE has been condemning for a long time

The Union of Taxation Employees (UTE) acknowledges the report tabled yesterday in Parliament by the Office of the Auditor General (OAG) of Canada concerning the Canada Revenue Agency (CRA) Call Centres.

While the report's findings are alarming, they come as no surprise to our union. Over the past several years, we have been sounding the alarm about the massive cuts to the CRA and their disastrous consequences for staff and for the service provided to Canadians.

The figures cited in the OAG report clearly show that severe staff shortages, inadequate training, and undue pressure on our members by CRA Call Centre management are compromising the quality of service provided to the public.

"*Our members, who work tirelessly, are often exhausted, overworked, and under pressure to respond to as many calls as possible as quickly as possible, to the detriment of quality service. Many even have to take sick leave due to stress and unsustainable working conditions*," says Marc Brière, UTE National President.

UTE has repeatedly denounced the effects of budget cuts and the employer's disengagement from public services. In fact, our union launched the national campaign "Canada on Hold" on August 21 to denounce the massive cuts imposed on the CRA and their devastating impact on the services offered to the public and on the degrading working conditions imposed on our members.

UTE agrees with the OAG that the training of Call Centre agents is deficient. Adequate and ongoing training is essential to provide accurate and precise answers to taxpayers.

As highlighted in the OAG report, the CRA places greater importance on adhering to work schedules and breaks than on the accuracy of the information provided to taxpayers. In our opinion, it is high time that the CRA stops micromanaging our members and instead invests in training and supporting its Call Centre agents.

Our members deserve more respect, support, and resources to do their jobs properly.

In response to the conclusions and recommendations of the OAG report, UTE calls for:

- An immediate increase in Call Centre staffing;
- Enhanced and ongoing training for agents;
- An end to toxic management practices that prioritize productivity over service quality;
- Better support and genuine recognition of the essential work performed by our members.

Furthermore, we firmly believe that the CRA should reopen in-person customer service counters at its offices across the country.

Our members are extremely proud of the work they do and are dedicated to providing Canadians with the quality service they deserve.

They deserve to have the support and tools they need to fulfill their mission.

Media Contact

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