



Ottawa, February 3, 2012

# CUSTOMS NOTICE 12-004

## Closing of the Pacific Regional Recourse Office

1. The purpose of this notice is to inform Canada Border Services Agency staff (HQ and Regions) and clients of the consolidation of the **Trade dispute appeals program**.
2. In 2009, the Canada Border Services Agency (CBSA) underwent a Strategic Review, mandated by the Government of Canada. As a result, an analysis of the Recourse program's statistics revealed that the Pacific office had the lowest volume of appeals in the country, and was selected to be closed. Now, the Agency can realign its resources and continue to focus on areas that promote the health, security and safety of Canadians.
3. The Pacific Regional Trade Disputes Office will officially close as of **March 31, 2012**.
4. Effective immediately, for **trade-related decisions**, when there is a notice of a CBSA decision being contested, and was issued in the Greater Toronto Area (GTA), **Pacific or Prairie Region**, CBSA clients are now being advised to send their appeal to the recourse office below:

Recourse Division of the Greater Toronto Area  
Region – Toronto Office  
Canada Border Services Agency  
1 Front Street West, 3rd floor  
Toronto ON M5J 2X6

Attention: Regional Recourse Manager  
Telephone: 416-973-1780

5. It will be the position of the Greater Toronto Area (GTA) Region to continue receiving and reviewing appeals that were previously forwarded to the Pacific and Prairie regions.

### Procedures still in effect

6. Where the notice of decision being contested was issued in the Northern Ontario Region, Quebec

Region or Atlantic Region, applications should be addressed to the following regional Recourse Division:

Quebec Region Recourse Division  
Canada Border Services Agency  
400 Youville Square, 4th floor  
Montreal QC H2Y 2C2

7. Where the notice of decision being contested was issued in the Southern Ontario Region including Hamilton, Windsor, London, and Fort Erie, applications should be addressed to the following regional Recourse Division:

Recourse Division of the Greater Toronto Area  
Region Hamilton Office  
Canada Border Services Agency  
55 Bay Street North, 6th floor  
Hamilton ON L8R 3P7

8. The Recourse Directorate has recently developed a Border Information Services (BIS) section to advise clients of this change.
9. All relevant recourse policies and guidelines are currently being amended to reflect this change.
10. Although the consolidation of the Trade dispute appeals program is not expected to affect client service, we encourage all staff to assist whenever possible, to promote a smooth transition as the Pacific Regional Recourse Office shuts down.
11. Inquiries and comments about this notice should be directed to:

Manager, Policy  
Recourse Policy & Planning Division  
Recourse Directorate  
Canada Border Services Agency

Telephone: 613-960-5105  
Fax: 613-960-5112  
E-mail: CBSA-ASFC\_Recourse\_Policy-  
Recours\_Politiques

