



City of Phoenix

VITA Standard of Conduct

The City of Phoenix is a sponsor of the Volunteer Income Tax Assistance (VITA) program and requires all volunteers who participate in the program to sign a VITA Rules Agreement form, acknowledging they have read and agreed to comply with the IRS Volunteer Standards of Conduct and City of Phoenix Earned Income Tax Credit (EITC) Campaign Policy Manual.

The mission of the VITA/TCE tax return preparation programs is to assist eligible taxpayers in satisfying their tax responsibilities by providing free tax return preparation. To establish the greatest degree of trust, volunteers are required to maintain the highest standards of ethical conduct and provide quality service.

All VITA/TCE volunteers must complete the Volunteer Standards of Conduct Training, sign Form 13615 (Volunteer Standards of Conduct Agreement) and a Volunteer Position Agreement.

Standards of Conduct

As a volunteer in the VITA/TCE Program, you must:

Follow the Quality Site Requirements (QSR).

1. Not accept payment or solicit donations for federal or state tax return preparation.
2. Not solicit business from taxpayers you assist or use the knowledge you gained (their information) about them for any direct or indirect personal benefit for you or any other specific individual.
3. Not knowingly prepare false returns.
4. Not engage in criminal, infamous, dishonest, notoriously disgraceful conduct, or any other conduct deemed to have a negative effect on the VITA/TCE Programs.
5. Treat all taxpayers in a professional, courteous, and respectful manner.

Failure to comply with these standards could result in, but is not limited to:

- Your removal from all VITA/TCE programs.
- Inclusion in the IRS Volunteer Registry to bar future VITA/TCE activity indefinitely.
- Deactivation of your sponsoring partner's site VITA/TCE EFIN (electronic filing ID number).
- Removal of all IRS products, supplies, loaned equipment, and taxpayers' information from your site. Termination of your sponsoring organization's partnership with the IRS.
- Termination of grant funds from the IRS to your sponsoring partner.
- Referral of your conduct for potential Treasury Inspector General for Tax Administration and, criminal investigations.

If you have any questions, please contact Julie.Bordelon@phoenix.gov or call 602-495-3678.