



IRS SMALL BUSINESS/SELF-EMPLOYED CUSTOMER SATISFACTION SURVEY COMPLIANCE CENTER EXAM

The IRS is trying to improve its service to the public. You can help in this important mission by answering the questions below. This voluntary survey should take less than five minutes to complete. When completing this survey, please mark your responses with an 'x' using a blue or black pen like this example **X**. Do not mark outside of the response area like this example **X**. Your responses will be kept completely confidential. If you have any questions about this survey, you may call The Survey Processing Center at 1-866-377-8208.

1 The questions that follow ask your opinion regarding how the IRS handled your most recent correspondence examination. For each question, *regardless of whether you agree or disagree with the final outcome*, please indicate your opinion by choosing a number from 1 to 5, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied."

	Very Dissatisfied 1	2	3	4	Very Satisfied 5	Don't know/Not applicable
a. Explanation of why you were being examined.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ease of understanding the initial notice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Explanation of records required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Reasonableness of the information you were asked to provide.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Time given you to respond to the IRS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Time the IRS took to respond to you.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Length of time to get through to an IRS representative by phone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Ease of getting through to the right person.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Courtesy of IRS employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Tax knowledge of IRS employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Business knowledge of IRS employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Employees showing the right attitude.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Consideration given to the information you submitted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Providing you with consistent information about your case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Length of the correspondence examination process, from start to finish.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Amount of time you had to spend on this correspondence examination.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Explanation of why adjustments were made.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Fairness of treatment by the IRS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your correspondence examination was handled?.....

Very Dissatisfied 1	2	3	4	Very Satisfied 5	Don't know/Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Are you...?

- The taxpayer
- A tax professional who represented the taxpayer
- Someone else who represented the taxpayer



If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778.

4 Use this space for comments, or suggestions for improvement.

Empty text box for comments or suggestions, containing several horizontal lines for writing.

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the: Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

Thank you for completing the survey.

Please return the questionnaire by mail, using the enclosed business return envelope.

Survey Processing Center

PO Box 344
Claysburg, PA 16625 USA

1
0
0
0
0
0
1

September 13, 2004

13257B 0000001 *****SNGLP
JOHN Q & MARY Q SAMPLE
SAMPLE ADDRESS 1
SAMPLE ADDRESS 2
SAMPLE ADDRESS 3
SAMPLE ADDRESS 4
SAMPLE ADDRESS 5
ANYTOWN, US 12345-6789



Dear JOHN Q & MARY Q SAMPLE:

A few days ago you received a letter from K. Steven Burgess, Director, Examination Division, asking for your help with an important research project.

We are administering a nationwide survey among people who have had contact with the Internal Revenue Service (IRS). We want to know your opinions about the IRS Audit process. Your responses are critical to the accuracy of this research.

We are sending questionnaires to a random sample of taxpayers who have gone through an examination of a recent tax return. All responses are confidential, and your participation is voluntary. We will group your responses with others, so that no individual reply can be traced back to any one person.

The questionnaire is quite brief and should take less than five minutes to complete. Please use the postage-paid reply envelope to return your completed questionnaire. If you have any questions or concerns, please feel free to call The Survey Processing Center Helpline at 1-866-377-8208.

The IRS is committed to improving its performance and service to the American public. A first step in this process is to gather reliable information from those who have had contact with IRS services and employees. Your honest opinions will help bring about this improvement.

Sincerely,

A handwritten signature in cursive script that reads "Peter Webb".

Dr. Peter Webb
Project Director

Survey Processing Center

PO Box 344
Claysburg, PA 16625 USA



September 17, 2004

13257B 0000001 *****SNGLP
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SAMPLE ADDRESS 1
SAMPLE ADDRESS 2
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ANYTOWN, US 12345-6789



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Thank you in advance for your cooperation.

Sincerely,

Dr. Peter Webb
Project Director

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Claysburg, PA 16625-0344

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Do We Have Your Input Yet?

Recently, you received a questionnaire asking your opinions about the service you received from the IRS in a recent contact. If you have already completed and returned the questionnaire, please accept our sincere thanks. If not, please take a few minutes to complete it and return it today. We want to be sure we have your opinions and suggestions.

If you did not receive the questionnaire, or it got misplaced, please call 1-866-377-8208.

Dr. Peter H. Webb
Project Director

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