

Attachments

Example Questionnaire

OMB # 1545-0047

**IRS CUSTOMER SATISFACTION SURVEY
EMPLOYEE PLAN DETERMINATION LETTER REQUEST**

You can help the IRS improve its service to the public by answering the questions below. This voluntary survey takes less than 5 minutes to complete. Your responses will be confidential and only aggregate information will be provided to the IRS.

Please mark your responses with an "X" like this example . Do not mark outside of the response area like this example .

The following questions ask your opinion regarding your most recent IRS employee plan determination request. For each question, regardless of whether you agree or disagree with the final outcome, please mark the appropriate box on a scale (where 1 means "Very Dissatisfied" and 7 means "Very Satisfied") or select the response that best applies to you.

		1	2	3	4	5	6	7	
	Very Dissatisfied								Very Satisfied Don't know/no response
OVERALL SATISFACTION									
1. Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your case was handled by the IRS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Overall, how satisfied are you with the length of the process, from submission of your application through final determination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Overall, how satisfied are you with how well the IRS communicated with you throughout the process (whether in writing or by telephone)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
APPLICATION									
How satisfied are you with ...									
4. The ease of locating the correct application form and instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The ease of understanding the application form and instructions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The ease of completing the application form?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The amount of time you had to spend completing your application?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACKNOWLEDGEMENT LETTER (CONFIRMING RECEIPT OF APPLICATION)									
How satisfied are you with ...									
8. How quickly you received your acknowledgement letter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. How clearly the acknowledgement letter communicated the expected timeline until the IRS would contact you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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10. Did the IRS contact you within the timeframe stated in the acknowledgement letter?

Yes, I received a letter or telephone call within the stated timeframe.

No, I did not receive a letter or telephone call within the stated timeframe.

I called correct before the stated timeframe elapsed.

		1	2	3	4	5	6	7	
	Very Dissatisfied								Very Satisfied Don't know/no response
11. How satisfied are you with the amount of time it took for the IRS to contact you (following your acknowledgement letter)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADDITIONAL INFORMATION REQUEST (AFTER RECEIPT OF ACKNOWLEDGEMENT LETTER)

Please complete this section if the IRS contacted you in writing or by telephone regarding your determination application or to ask for more information.

		1	2	3	4	5	6	7	
	Very Dissatisfied								Very Satisfied Don't know/no response
12. Overall, how satisfied are you with the IRS agent assigned to your case?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied are you with ...									
13. The courtesy of the IRS agent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The knowledge of the IRS agent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. How well the IRS agent listened to your concerns?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. How thoroughly the IRS agent answered your questions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Communication about the status of your determination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The consideration given to the information you presented in the original application or submission?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The description of the additional information the IRS needed to complete your determination?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The explanation of why additional information was requested?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. The time given you to respond to additional IRS request(s)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. The amount of time you had to spend responding to IRS requests for additional information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The timeliness of the IRS agent in responding to your inquiries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FINAL DETERMINATION

How satisfied are you with ...

24. The ease of understanding the determination letter you received?

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OTHER INFORMATION

25. How many total people are employed by the organization for which this determination was sought?

<input type="checkbox"/> Sole Proprietor	<input type="checkbox"/> 103-499
<input type="checkbox"/> 1-9	<input type="checkbox"/> 500-999
<input type="checkbox"/> 10-99	<input type="checkbox"/> 1,000 or more

26. What are the estimated total assets of the plan for which this determination was sought?

<input type="checkbox"/> Less than \$10,000	<input type="checkbox"/> \$1,000,000 to \$4,999,999
<input type="checkbox"/> \$100,000 to \$499,999	<input type="checkbox"/> \$5,000,000 or more
<input type="checkbox"/> \$500,000 to \$999,999	

27. For this determination, were you ...

<input type="checkbox"/> An employer's officer of the organization (skip to Question 29)?
<input type="checkbox"/> A designated third party representative/power of attorney (POA)?

	Very Dissatisfied	2	3	4	5	6	7	Very Satisfied	Don't know/Not applicable
	1								

28. If you are a designated third party representative/power of attorney, how confident was the IRS in its handling of this application compared with other applications you have completed in the past year?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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29. Did you visit the IRS website (www.irs.gov/efile) for assistance or information during the determination process?

<input type="checkbox"/> Yes
<input type="checkbox"/> No

COMMENTS

30. If you have any suggestions for how the IRS can improve its service, or any other comments, please provide them below.

If you have any questions about this survey, you may call the Survey Processing Center at 1-866-377-8268.
 If you have been unable to resolve any specific problems with your tax matter through normal IRS channels, or you face a significant hardship due to the application of the tax law, you may contact the Taxpayer Advocate Service at 1-877-777-4778.

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display OMB control number on all public information requests. The OMB Control Number for this study is 1545-0047. Also, if you have any comments regarding the time estimate associated with this study or suggestions on making the process simpler, please write to: Internal Revenue Service, Tax Practice Coordinating Committee, SS-IF-CAR-807-7-1-07, 1111 Constitution Ave. NW, Washington, DC 20224.

Thank you for completing the survey.
 Please return this questionnaire by mail using the enclosed business return envelope.