



IRS WAGE AND INVESTMENT DIVISION

CUSTOMER SATISFACTION SURVEY

INNOCENT SPOUSE

Please provide the IRS with your feedback on the Innocent Spouse Claims Process so the IRS can provide better service in the future. Your participation is voluntary and your responses are strictly confidential. If you have any questions about this survey, you may call The Survey Processing Center at 1-866-377-8208.

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The questions below ask your opinions regarding the Innocent Spouse Process. For each question, regardless of whether you agree or disagree with the final outcome, please indicate your response by choosing a number from 1 to 5, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied."

	Very Dissatisfied					Very Satisfied	Don't know/Not applicable
	1	2	3	4	5		
	▼	▼	▼	▼	▼		▼
a. Ease of finding out about the Innocent Spouse Program.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ease of understanding and completing the Form 8857, <i>Request for Innocent Spouse Relief (And Separation of Liability and Equitable Relief)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ease of understanding the instructions on Form 8857.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Ease of understanding and completing the Form 12510, <i>Questionnaire for Requesting Spouse</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Getting through to the right IRS employee by phone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. IRS employees' knowledge about the Innocent Spouse process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Courtesy and professionalism of IRS employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Ease of collecting information requested by the IRS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Consideration by the IRS of the information you sent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Time you were given to respond to the IRS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Being kept informed of the status of your claim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Ease of understanding the letter explaining the outcome of your claim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Amount of time you spent on this claim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Length of claim process, from start to finish.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Fairness of treatment by the IRS employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you are dissatisfied with any of the above statements (gave a 1 or 2 rating), please explain why.

2

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

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



3 How did you find out about the possibility of obtaining Innocent Spouse Relief? (Check all that apply)

- IRS Agent/Revenue Officer
- IRS Customer Service Representative
- IRS Taxpayer Advocate Office
- IRS website
- Friend/colleague
- Lawyer or legal counsel
- Publicity in the news or advertisement
- Tax professional
- Other - specify _____

4 Where did you obtain the forms and instructions for filing your claim? (Check all that apply)

- IRS via telephone
- IRS office
- IRS website
- Lawyer or legal counsel
- Tax professional
- Other - specify _____

5 Which of the following methods did you use to contact the IRS throughout the Claim Process? (Check all that apply)

- IRS Toll-Free Customer Service number
- IRS number listed on the letter I received
- IRS website
- Local IRS office by phone
- Local IRS office in person
- Mail
- Through tax professional
- Other - specify _____

6 Which of the following methods do you prefer to use when contacting the IRS? (Check all that apply)

- IRS Toll-Free Customer Service number
- IRS number listed on the letter I received
- IRS website
- Local IRS office by phone
- Local IRS office in person
- Mail
- Through tax professional
- Other - specify _____

7 Who prepared your Form 8857 Request for Innocent Spouse Relief (And Separation of Liability and Equitable Relief)? (Check only one response)

- Self
- Paid Tax Professional
- Volunteer Income Tax Assistance (VITA)
- Friend/Relative
- IRS Office

8 Which of the following statements best describes you? (Check only one response)

- I am the taxpayer
- I am a tax professional who represented the taxpayer
- I am someone else who represented the taxpayer

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

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.