



# IRS WAGE AND INVESTMENT 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 the survey, please mark your responses with an 'x' using a blue or black pen like this example . Do not mark outside of the response area like this example . 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 audit. 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."

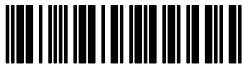
	Very Dissatisfied	2	3	4	Very Satisfied	Don't know/Not applicable
	1	2	3	4	5	
	▼	▼	▼	▼	▼	▼
a. Explanation of why your tax return was being audited. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Explanation of what records you needed to send in. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ease of understanding the letter you received with the examination report. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Ease of understanding the examination report you received. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Ease of understanding the request for information from the IRS. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Ease of collecting the information requested by the IRS. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Ease of using the automated phone system to get help. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. How long you had to wait to talk to an IRS representative by phone. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Getting through to the right employee by phone. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Courtesy and professionalism of IRS employees. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Knowledge of IRS employees. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. 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"/>
m. Consideration given to the information you sent to the IRS. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Keeping you informed of the status of your case. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Length of the audit 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 audit. ....	<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 audit was handled?.....

	Very Dissatisfied	2	3	4	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"/>

**3** Which of the following methods did you use to contact the IRS throughout the Examination Process? (Mark all that apply)

- None
- Calling the IRS Toll-Free Customer Service number
- Calling the IRS Toll-Free Exam number listed on the letter you received
- Calling a local IRS office
- Visiting a local IRS office
- Visiting the IRS website
- Mailing information to the IRS
- Using a taxpayer representative
- Other (specify) \_\_\_\_\_



**4 Which of the following methods do you prefer to use when contacting the IRS? (Mark all that apply)**

- Calling the IRS Toll-Free Customer Service number
- Calling the IRS Toll-Free Exam number listed on the letter you received
- Calling a local IRS office
- Visiting a local IRS office
- Visiting the IRS website
- Mailing information to the IRS
- Using a taxpayer representative
- Other (specify) \_\_\_\_\_

**5 Prior to the examination, what was your expectation of the length of time in months for the examination to be completed? (Write number of months)**

\_\_\_\_\_ Months

**6 Who was the main person who prepared your taxes? (Mark only one)**

- You (yourself)
- Professional tax preparer
- Friend or relative
- IRS Taxpayer Assistance Center (TAC) employee
- Volunteer at VITA or TCE sites
- Other

Occasionally, we conduct additional in-depth research. Research participants may receive a small monetary incentive to participate depending on the survey. If you are interested in participating in future research, please provide us with your telephone number, best time of day to call and your email address (if available). This information will be confidential and used only for the purpose of survey research.

Telephone #: \_\_\_\_\_ Best time to call: \_\_\_\_\_  
Email address: \_\_\_\_\_

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.

**7 Use this space for comments, or suggestions for improvement.**

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*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.**