

# Adjustments Questionnaire—Front



OMB # 1545-1432

## IRS WAGE AND INVESTMENT CUSTOMER SATISFACTION SURVEY ACCOUNTS MANAGEMENT/ADJUSTMENTS

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. Your responses will be kept completely confidential. 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 . If you have 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 recent correspondence or an amended return you have sent to the IRS regarding a tax matter. For each question, *regardless of whether you agree or disagree with the final outcome*, please indicate your level of satisfaction 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 understanding the information supplied by the IRS. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Appropriateness of the tone of IRS correspondence concerning your issue. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Completeness of instructions you received for resolving your issue. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. 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"/>
e. Appropriateness of the information you had to provide. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Ease of getting more information about your issue. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Keeping you informed about the status of your case. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>If 1 or 2 rating: Why did you give this item a low rating?</i>						
<input type="text"/>						
h. Explanation regarding the resolution of your issue. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Length of time it took to resolve the issue. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>If 1 or 2 rating: Why did you give this item a low rating?</i>						
<input type="text"/>						
j. Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your issue was handled? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. 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** Did you write or send an amended return to the IRS because the IRS sent you a notice or a letter?

Yes  
 No

**4** What method(s) did you use to contact the IRS about this issue? (Please mark all that apply.)

E-mail  In person  
 Mail  Other  
 Toll-Free line


**3** Have you contacted the IRS about this issue before?

Yes  
 No → (If you have NOT contacted the IRS about this issue before, please SKIP TO QUESTION 6.)

**5** How would you rate the level of service received from this contact versus previous contacts?

Better  
 Worse  
 The same

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**6** What would be your preferred method of contacting the IRS about similar issues? (Please mark only one.)

E-mail  
 Mail  
 Toll-Free line  
 In person  
 Other

Why do you prefer that method?

**7** How many days elapsed between the time you submitted this correspondence or amended return and the time you received a reply?

Less than 15 days  
 15-29 days  
 30-44 days  
 45-60 days  
 Over 60 days  
 Did not receive a reply

**8** What is a reasonable time frame to wait for the IRS to respond to your issue?

Less than 15 days  
 15-29 days  
 30-44 days  
 45-60 days  
 Over 60 days

**9** Was your issue with the IRS completely resolved?

Yes  
 No  
 Not sure

If your issue was not resolved, or you are unsure, why do you believe your issue has not been completely resolved?

**10** Did you agree with the outcome of your issue?

Yes  
 No  
 Not sure

**11** Did you . . . ?

Use a tax professional to assist you with resolving your issue  
 Represent yourself  
 Other

**12** Please mark the topic that best describes your principal issue.

Status of refund  
 Status of payment  
 Penalty/Interest charges  
 Earned income credit  
 Exemptions/Dependents  
 Name/Address changes  
 Credits (child care, education)  
 Other changes to original return  
 Other

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

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.

*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: IRS Tax Products Coordinating Committee, Western Area Distribution Center, Rancho Cordova, CA 95743-0001.*

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

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