



DEPARTMENT OF THE TREASURY  
INTERNAL REVENUE SERVICE  
WASHINGTON, D.C. 20224

SMALL BUSINESS/SELF-EMPLOYED DIVISION

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October 18, 2006

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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:

I need your help with an important initiative I am undertaking to improve our service to America's taxpayers. I want to get feedback from taxpayers like you who have recently experienced an audit of their employment tax returns.

In a few days, you will receive a questionnaire asking your opinions about the audit with the IRS. Please direct this questionnaire to the person who had the most contact with IRS during the audit. The questionnaire should take less than 5 minutes to complete. Your answers will be combined with others to give us an overall assessment of customer satisfaction with employment tax audits.

To keep all responses completely confidential, we have asked an independent research company to administer this survey. The Survey Processing Center employees will process the questionnaires and report only statistical summary information to IRS.

I am committed to improving IRS service to every taxpayer. Please help me in this effort by completing and returning the questionnaire as soon as possible. If you do not receive a questionnaire, please contact our Survey Processing Center Helpline at 1-866-377-8208.

Sincerely yours,

William F. Conlon  
Director, Specialty Tax Program

# Survey Processing Center

PO Box 344  
Claysburg, PA 16625 USA

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Dear JOHN Q & MARY Q SAMPLE:

A few days ago you received a letter from William F. Conlon, Director, IRS Specialty Tax Program, 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). Specifically, we want to know your opinions about your recent experience with the IRS' audit of your employment tax return. Your participation is completely voluntary. But your responses are critical to making our research give an accurate and complete picture.

We are sending questionnaires to all taxpayers who have gone through a recent examination of an employment tax return. We will group your responses with all the others we receive, 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 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 the process is to gather reliable information from those who have actually had a recent experience with IRS services and employees. Your honest opinions will help promote improvement.

Thank you in advance for your cooperation.

Sincerely,

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

Dr. Peter Webb  
Project Director



# IRS SMALL BUSINESS/ SELF-EMPLOYED CUSTOMER SATISFACTION SURVEY EMPLOYMENT TAX EXAMINATION



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 . 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 Helpline at 1-866-377-8208.



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**1** The questions that follow ask your opinion regarding how the IRS handled your most recent 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."

- a. Explanation of why you were being examined. ....
- b. Explanation of the exam process. ....
- c. Ease of understanding the notice regarding your initial appointment. ....
- d. Time given you to provide requested information to the IRS. ....
- e. Time the IRS took to respond to you. ....
- f. Flexibility of auditor in scheduling meetings. ....
- g. Reasonableness of the information you were asked to provide. ....
- h. Explanation of why records were required after initial appointment. ....
- i. Business knowledge of your auditor. ....
- j. Tax knowledge of your auditor. ....
- k. Courtesy of your auditor. ....
- l. Consideration given to the information you submitted. ....
- m. Length of the exam process from start to finish. ....
- n. Amount of time you had to spend on the examination. ....
- o. Understanding that you have payment options. ....
- p. Explanation of why adjustments were made. ....
- q. Fairness of treatment by the IRS. ....

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

Very Dissatisfied	2	3	4	Very Satisfied	Don't know/Not applicable
1				5	
▼	▼	▼	▼	▼	▼
<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



This survey is anonymous.

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.**

Handwritten area with horizontal lines for comments or suggestions.

*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.**

## 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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We are administering a nationwide survey among people who have had contact with the Internal Revenue Service (IRS). Specifically, we want to know your opinions about your recent experience with the IRS' audit of your employment tax return. Your participation is completely voluntary. But your responses are critical to making our research give an accurate and complete picture.

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