

**IRS SMALL BUSINESS/SELF-EMPLOYED
CUSTOMER SATISFACTION SURVEY
COLLECTION**

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, and no one at the IRS will see your completed questionnaire. If you have any questions about this survey, you may call The Survey Processing Center at 1-866-377-8208.

We want to ask you very specifically about the contacts you had with a Collection revenue officer—not about all of your contacts with the IRS.

- 1. The questions that follow ask your opinion regarding your experience working with the revenue officer assigned to your case from our local IRS office. For each question, *regardless of whether you agree or disagree with the final case 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				Very Satisfied
Again, focusing on your experience working with the revenue officer assigned to your case from the local IRS office, how satisfied are you with:						
a. Ease of understanding correspondence from your assigned revenue officer.	1	2	3	4	5	
b. Ease of contacting your assigned revenue officer.	1	2	3	4	5	
c. Amount of time your revenue officer took to respond to you.	1	2	3	4	5	
d. Courtesy and professionalism of your assigned revenue officer.	1	2	3	4	5	
e. Explanation of the collection process by your revenue officer.	1	2	3	4	5	
f. Explanation of what would happen if you did not comply.	1	2	3	4	5	
g. Acknowledging receipt of the information you submitted.	1	2	3	4	5	
h. Consideration given to the information you submitted.	1	2	3	4	5	
i. Explanation of payment options that may be available to you.	1	2	3	4	5	
j. Flexibility of your revenue officer in resolving the issue.	1	2	3	4	5	
k. Keeping you up-to-date on your field collection process.	1	2	3	4	5	
l. Notifying you of case closure.	1	2	3	4	5	
m. Amount of time you had to spend on this collection issue.	1	2	3	4	5	
n. Fairness of treatment by your revenue officer.	1	2	3	4	5	
2. Regardless of whether you agree or disagree with the final case outcome, how would you rate your overall satisfaction with your experience working with the revenue officer assigned to your case from the local IRS office?	1	2	3	4	5	

- 3. How many IRS revenue officers contacted you regarding this case?**

_____ Officers

4. Are you ...

- The taxpayer?
 A tax professional who represented the taxpayer? - *Skip to box after Q6.*
 Someone else who represented the taxpayer? - *Skip to box after Q6.*

5. If you are the taxpayer, did you use a tax professional to assist you in handling your Collection case with the IRS?

- Yes
 No
 Don't recall

6. Whom did you rely on most for information regarding the status of your Collection case?

- Your IRS revenue officer
 Your tax professional --> **How satisfied are you with your tax professional keeping you up-to-date on your field collection process?** 1 2 3 4 5
 Other

Occasionally, we conduct additional in-depth IRS-research. Research participants may receive a small monetary incentive to participate depending on the research. 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 not be shared with the IRS and will be 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.

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.**