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VCP Survey

Code: F3	

The following questions ask your opinion about the submission process for the recently concluded Voluntary Correction Program (VCP). There are no right or wrong answers, so please be as honest and accurate as possible when responding to these questions. For questions regarding your satisfaction with the submission process, regardless of whether you agree or disagree with the final outcome, please rate your satisfaction on a scale of 1 to 7, with "1" indicating "Very Dissatisfied" and "7" indicating "Very Satisfied"

"very Dissatis	stied" ar	ia "7" ina	icating "very	/ Satisfie	a"	
1 Very Dissatisfied	2	3	4 Neutral	5	6	7 Very Satisfied
VCP Awarene	ss					
How did you h	ear abou	t our progr	am? Select a	ll that app	oly.	
Non Pub Coll Con IRS	lication (i eague ference (Employe	i.e., Emplo or Semina	yee Plans Ne r (Please Spe ompliance Ur	ewsletter)	(Please S _l	ness Administration) pecify):

Overall Satisfaction

Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the VCP process?

How satisfied are you with the IRS communication via phone throughout the VCP submission process?

How satisfied are you with the IRS mailings you received throughout the VCP submission process?

Interactions with IRS Employees

How satisfied are you with the IRS employee assigned to your case?

How satisfied are you with:

The courtesy of the IRS employee who handled your case?

The knowledge of the IRS employee who handled your case?

The attentiveness of the IRS employee throughout the VCP submission process?

The IRS employee's ability to thoroughly answer your questions throughout the VCP submission process?

How well the IRS employee communicated with you about the status of your VCP submission?

How well the IRS employee provided written communication regarding the status of your VCP submission?

The timeliness of the IRS employee responding to your inquiries?

Length of Process

How satisfied are you with the length of the VCP process, from the date you mailed your VCP application to the IRS, to the date you received the enclosed VCP closing letter?

How many times did you inquire about the status of your VCP submission using the following methods of communication:

Letter (you sent to the IRS by mail)?
01-23-45+
Status Inquiry Line (626) 312-4921?
0 1-2 3-4 5+
Called the specific IRS employee assigned to your submission?
0 1-2 3-4 5+
Did you receive a letter requesting a compliance fee check or other missing VCP required administrative information items before the case was assigned to an agent?
How many times did you follow-up with an IRS employee concerning your VCP submission?
0 1-3 4-6 7-9 10+
Ease of Completing Voluntary Correction Program (VCP) submission
How satisfied are you with the ease of the VCP submission process?
How satisfied are you with the ease of understanding the various pre-formatted

How satisfied are you with the ease of understanding IRS published instructions in regard to VCP submissions?

application documents (including Appendices C, D, and/or F plus supporting

How satisfied are you with the amount of time spent completing your VCP submission?

Demographic/Additional Information

schedules)?

What application process did you use to prepare this VCP submission? Select all that apply.
Appendix F Appendix D Other Do not know/Do not remember
For this VCP Submission were you:
An employee/officer of the organization?A designated third-party representative/power of attorney (POA)?Other (Please Specify):

Suggestions

If you have any suggestions for improving the Voluntary Correction Program submission process, please provide them below.