

# Prenotification Letter

Dear

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 had a recent correspondence audit conducted by the Internal Revenue Service.

In a few days, you will receive a questionnaire asking your opinions about working with the IRS to resolve the issues raised in your audit. Please direct it to the person who had the most contact with the IRS on this matter. The questionnaire should take less than 5 minutes to complete. Your answers will be combined with others to give us an evaluation of customer satisfaction with IRS service.

To keep all replies anonymous to the IRS, we have asked an independent research company to administer the survey. Pacific Consulting Group/Scantron employees will process the questionnaires and report only statistical totals to us.

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 the Survey Helpline at 1-866-960-7897.

Sincerely,

Denice D. Vaughan  
Director, Campus Compliance Services

L1\_13257-E

# Cover Letter

Dear

A few days ago, you received a letter from Denice D. Vaughan, Director, Campus Compliance Services, asking for your help with an important research project.

We are administering a nationwide survey of people who have had contact with the Internal Revenue Service (IRS). We want to know your opinions about your recent correspondence audit conducted by the IRS. Your responses are critical to the accuracy of this research.

We are sending questionnaires to a random sample of taxpayers who have had such audits. All responses will be anonymous to the IRS, and your participation is voluntary. We will group your responses with others, so that no individual reply can be traced back to any one person.

The questionnaire is quite brief and should take less than 5 minutes to complete. Please use the postage-paid reply envelope to return your completed questionnaire. If you have any questions about this survey, please feel free to call the Survey Helpline at 1-866-960-7897.

To verify the authenticity of this survey, please visit [IRS.gov](http://IRS.gov) and enter the search term "customer surveys." The IRS Customer Satisfaction Survey page contains a list of valid, current and unexpired, IRS surveys and as of this issuance should provide a reference to SB/SE Compliance Center Exam.

The IRS is committed to improving its performance and service to the American public. A first step in this process is to gather reliable information from those who have had contact with IRS services and employees. Your honest opinions will help bring about this improvement.

Sincerely,

Dr. Peter Webb  
Project Director

L2\_13257-E

# CCE Questionnaire

## IRS CUSTOMER SATISFACTION SURVEY Compliance Center Exam (CCE)

In an effort to improve its services to the public, the IRS is seeking the opinions of taxpayers who were recently audited. Please assist us by completing this brief voluntary survey, which should take less than 5 minutes of your time. ICF will keep your identity private to the extent permitted by law. If you have any questions about this survey, you may call the ICF Survey Helpline at 1-888-260-0052.

1. Thinking of your most recent audit, *regardless of whether you agreed or disagreed with the final outcome*, please mark the option that best represents your experiences throughout the audit process.

**Please rate your satisfaction with the following:**

Very Dissatisfied; Somewhat Dissatisfied; Neither Satisfied Nor Dissatisfied; Somewhat Satisfied; Very Satisfied; Don't Know/Not Applicable

- a. Overall, the way the IRS handled your audit
- b. How well the initial IRS letter explained which entries on your tax return were being audited
- c. How clearly the initial IRS letter explained what documents you needed to send to the IRS
- d. How well the IRS letter explained why we did (or did not) accept your documents
- e. How well the IRS kept you informed of the status of your case
- f. The consistency of information provided to you by the IRS throughout the process
- g. How well the Income Tax Examination Changes Letter explained the adjustments to your tax return as a result of the audit
- h. The length of the audit process from start to finish

2. If you answered "Very Dissatisfied" or "Somewhat Dissatisfied" to any of the above questions, can you describe what caused you to feel that way? \_\_\_\_\_

\_\_\_\_\_

3. Did you call the IRS about your case using a telephone number listed on any of the letters?

Yes (continue to 4)

No (skip to 5)

Don't recall (skip to 5)

4. Regardless of the outcome of your audit, how satisfied were you with the service you received on these calls? Very Dissatisfied; Somewhat Dissatisfied; Neither Satisfied Nor Dissatisfied; Somewhat Satisfied; Very Satisfied; Don't Know/Not Applicable

5. During the audit process, approximately how many times did you contact the IRS? (Please enter zero if you did not contact the IRS by this method) Mail \_\_\_ Times; Telephone \_\_\_ Times; Fax \_\_\_ Times;

6. When you were first notified of the audit, how many months did you expect it would take? \_\_\_\_\_ Months

7. Was the actual amount of time....?

Shorter than you expected

About equal to your expectations

Longer than you expected

8. How much do you agree with the following statements?

Strongly Disagree; Disagree; Neutral; Agree; Strongly Agree; N/A

a. I received an adequate description of the audit process

# CCE Questionnaire

- b. My experience reflected the described audit process
- c. I had the opportunity to provide information important to my case
- d. U was treated with respect during the audit process

9. Overall, how well did the IRS meet your expectations while handling your audit?

- Much better than expected
- Better than expected
- As expected
- Worse than expected
- Much worse than expected

10. Who prepared your taxes (Mark only one)

- You
- IRS service representative at an IRS office
- Professional tax preparer
- Volunteer (at a volunteer tax preparation location)
- Friend or relative
- Other

Occasionally, the IRS asks ICF to conduct additional in-depth research on tax-related issues. 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 and email address (if available). This information will not be shared with the IRS and will be used only for the purpose of this research. If you have any questions about this, please contact the ICF Survey Helpline at 1-888-260-0052.

Telephone number ( \_\_\_ \_\_\_ ) \_\_\_ \_\_\_ - \_\_\_ \_\_\_ E-mail 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.

## Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display an Office of Management and Budget (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 this questionnaire to ICF/Scantron, P.O. Box 64529, St. Paul, MN 55164-9614

# Postcard Reminder

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 us at 1-866-960-7897.

Dr. Peter Webb  
Project Director

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# Cover Letter for Non-Respondents

Dear

A few days ago, you received a survey from Denice D. Vaughan, Director, Campus Compliance Services, asking for your help with an important research project. If you have already completed the survey, thank you. If you have not already done so, please take a few minutes to fill in your responses.

We are administering a nationwide survey among people who have had contact with the Internal Revenue Service (IRS). We want to know your opinions about your recent correspondence audit conducted by the IRS. Your responses are critical to the accuracy of this research.

We are sending questionnaires to a random sample of taxpayers who have had such audits on a recent tax return. All responses will be anonymous to the IRS, and your participation is voluntary. We will group your responses with others, so that no individual reply can be traced back to any one person.

The questionnaire is quite brief and should take less than 5 minutes to complete. Please use the postage-paid reply envelope to return your completed questionnaire. If you have any questions about this survey, please feel free to call the Survey Helpline at 1-866-960-7897.

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The IRS is committed to improving its performance and service to the American public. A first step in this process is to gather reliable information from those who have had contact with IRS services and employees. Your honest opinions will help bring about this improvement.

Thank you in advance for your cooperation.

Sincerely,

Dr. Peter Webb  
Project Director

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