

IRS CUSTOMER SATISFACTION SURVEY

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 7 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

- 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

