



# Internal Revenue Service

## Small Business/Self-Employed

### Customer Satisfaction Survey

#### Collection

The IRS is trying to improve its service to the public. You can help us in this important mission by answering the questions below. This voluntary survey should take less than 5 minutes to complete. Your responses will be kept completely anonymous. If you have any questions about this survey, you may call the Survey Help line at 1-800-521-7177.

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.

**Instructions:**

Use a black or blue ink pen only.

Shade circles like this -->

NOT like this -->

Return to:

Internal Revenue Service  
SB/SE Research Room 239  
7850 SW 6th Court  
Plantation, FL 33324-3202

**Q1** 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 answer by filling in the circle that best represents your opinion.

Again, focusing on your experience working with the revenue officer assigned to your case from the local IRS office, how satisfied are you with:	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
a. Ease of understanding correspondence from your assigned revenue officer?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Ease of contacting your assigned revenue officer?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Amount of time your revenue officer took to respond to you?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. Courtesy and professionalism of your assigned revenue officer?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
e. Explanation of the collection process by your revenue officer?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
f. Explanation of what would happen if you did not comply?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
g. Acknowledging receipt of the information you submitted?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
h. Consideration given to the information you submitted?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
i. Explanation of payment options that may be available to you?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
j. Flexibility of your revenue officer in resolving the issue?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
k. Keeping you up-to-date on your field collection process?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
l. Notifying you of case closure?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
m. Amount of time you had to spend on this collection issue?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
n. Fairness of treatment by your revenue officer?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

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Please continue on back



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**Q2** 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?

	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

**Q3** How many IRS revenue officers contacted you regarding this case?

	<input type="radio"/> None	<input type="radio"/> 4
	<input type="radio"/> 1	<input type="radio"/> 5
	<input type="radio"/> 2	<input type="radio"/> 6 or more
	<input type="radio"/> 3	<input type="radio"/> Don't remember

**Q4** Are you...?

The Taxpayer

A tax professional who represented the taxpayer  
(SKIP TO BOX AFTER QUESTION Q7)

Someone else who represented the taxpayer  
(SKIP TO BOX AFTER QUESTION Q7)

**Q5** 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

**Q6** Whom did you rely on most for information regarding the status to your Collection case?

Your tax professional

Your IRS revenue officer (SKIP TO BOX AFTER QUESTION Q7)

Other (SKIP TO BOX AFTER QUESTION Q7)

**Q7** How satisfied are you with your tax professional keeping you up-to-date on your field collection process?

	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

**Q8** Use this space for comments or suggestions for improvement. (Please write legibly, every comment will be carefully considered.)

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**⚠** 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.

Thank you for completing the survey!

**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 survey is 1545-1432. We estimate the time required to fill out this questionnaire will average 5 minutes. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to: Internal Revenue Service, Special Services Section, SE:W:CAR:MP:T:M:S, Room 6129 1111 Constitution Ave. NW Washington, DC 20224

INTERNAL REVENUE SERVICE  
SB/SE FR&S - RESEARCH  
ROOM 239  
7850 SW 6<sup>th</sup> COURT  
PLANTATION, FL. 33324-3202

Dear

IRS recently sent you a survey 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 taxpayers who have had contact with the Internal Revenue Service during the last six months. We want to know your opinions about the revenue officer contact and your collection case worked with the revenue officer. Your responses are critical to the accuracy of this research.

All responses will be anonymous to the Internal Revenue Service and your participation is voluntary. We will group your responses with others and no individual reply can be traced back to any one person or business.

This brief survey should take less than five minutes to complete. Please use the enclosed postage-paid reply envelope to return your completed survey.

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,

[will add signature facsimile]

Deandra Reinhart  
INTERNAL REVENUE SERVICE  
SB/SE Research  
Team 3 Research Chief

INTERNAL REVENUE SERVICE  
SB/SE FR&S - RESEARCH  
ROOM 239  
7850 SW 6<sup>th</sup> COURT  
PLANTATION, FL. 33324-3202

Dear (Taxpayer)

Reference: **Customer Satisfaction Survey**

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, contacted during the last six months about your collection case with the IRS.

In a few days, you will receive a questionnaire asking your opinions about your contact with a revenue officer from the Internal Revenue Service. **Please direct it to the person who had the most contact with the IRS on this matter.** The questionnaire should take less than five minutes to complete. Your answers will be combined with others to give us an evaluation of customer satisfaction with IRS service.

The primary purpose for requesting this information is to help the IRS improve its service to taxpayers. Our authority for requesting the information is 5 USC and 26 USC 7801. Providing information is voluntary. If you do not answer all or part of the survey questions, the IRS may lack information it could use to improve taxpayer service.

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.

Sincerely,

Dretha Barham  
Director, Operation Support

RETURN ADDRESS

INTERNAL REVENUE SERVICE  
SB/SE FR&S - RESEARCH  
ROOM 239  
7850 SW 6<sup>th</sup> COURT  
PLANTATION, FL. 33324-3202

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**Do We Have Your Input Yet?**

Recently, you received a survey asking questions about your collection case with the IRS.

If you have already completed and returned the survey, please accept our sincere thanks. If not, please take a few minutes to complete and return it today. We want to be sure we have your opinions and suggestions for improving the IRS's service to the public.

If you have not responded to the survey, we will be sending one more copy of the survey in case you did not receive the first one or it has been misplaced. If you have any questions or concerns about this survey, please contact us at email [deandra.reinhart@irs.gov](mailto:deandra.reinhart@irs.gov).

Dretha Barham  
Director, Operations Support

INTERNAL REVENUE SERVICE  
SB/SE FR&S - RESEARCH  
ROOM 239  
7850 SW 6<sup>th</sup> COURT  
PLANTATION, FL. 33324-3202

Dear (Taxpayer)

A few days ago, you received a letter from Internal Revenue Service, Operation Support Director Dretha Barham asking for your help with an important research project. The IRS is committed to improving its performance and service to the American public. As part of this process, we are administering a nationwide survey to gather reliable information from those who have had contact with IRS employees and services.

You have been selected to receive this survey because you were contacted by a revenue officer because of your collection case with the IRS. We want to know your opinions regarding that experience and the service you received from IRS. Your responses are critical to the accuracy of this evaluation of the IRS's service. **Please direct it to the person who had the most contact with the IRS on this matter** and encourage them to respond.

Your participation is voluntary. IRS will keep your responses anonymous and we will group your responses with others. No identifying information will be associated with your responses.

This brief survey should take less than five minutes to complete. Use the postage-paid reply envelope to return your completed survey.

Thank you in advance for your cooperation. Your honest opinions will help bring about improvements in service for America's taxpayers.

Sincerely,

[will add signature facsimile]

Deandra Reinhart  
INTERNAL REVENUE SERVICE  
SB/SE Research  
Team 3 Research Chief