

# INTERNAL REVENUE SERVICE (IRS) SMALL BUSINESS/SELF-EMPLOYED CUSTOMER EXPERIENCE 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 5 minutes to complete. Your responses will be kept completely anonymous to the IRS. You can verify the authenticity of this survey at [www.IRS.gov/css](http://www.IRS.gov/css).

We will ask you very specifically about the contacts you had with a revenue officer from IRS Collection - not about all of your contacts with the IRS.

The questions that follow ask your opinion about your experience working with the revenue officer assigned to your case. For each question, *regardless of whether you agree or disagree with the final outcome*, please indicate your answer by filling in the circle that best represents your opinion.

**Q1** 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?

- Very Dissatisfied                       Somewhat Satisfied  
 Somewhat Dissatisfied               Very Satisfied  
 Neither Satisfied nor Dissatisfied

**Q2** Again, focusing on your experience with the revenue officer assigned to your case, how satisfied are you with:

- a. Ease of understanding correspondence from your assigned revenue officer?
- b. Ease of contacting your assigned revenue officer?
- c. Amount of time your revenue officer took to respond to you?
- d. Explanation of the collection process by your revenue officer?
- e. Acknowledging receipt of the information you submitted?
- f. Keeping you up to date on your field collection process?
- g. Notifying you of case closure?
- h. Fairness of treatment by your revenue officer?

	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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Ease of contacting your assigned revenue officer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Amount of time your revenue officer took to respond to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Explanation of the collection process by your revenue officer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Acknowledging receipt of the information you submitted?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Keeping you up to date on your field collection process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Notifying you of case closure?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Fairness of treatment by your revenue officer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q3** Rate your level of agreement with: This interaction increased my trust in the IRS.

- Strongly Disagree                       Somewhat Agree  
 Somewhat Disagree                       Strongly Agree  
 Neither Agree Nor Disagree

**Q4 How did the revenue officer initially contact you?**

- Visited your home or business unannounced
- Left a Contact Card at your home or business
- Mailed an appointment letter
- Other

**Q5 How many revenue officers contacted you about this case?**

- None
- 1
- 2
- 3
- 4
- 5
- 6 or more
- Don't remember

**Q6 Are you...?**

- The taxpayer
- A tax professional who represented the taxpayer **(SKIP TO QUESTION 10)**
- Someone else who represented the taxpayer **(SKIP TO QUESTION 10)**

**Q7 If you're the taxpayer, did you use a tax professional to assist you in handling your collection case with the IRS?**

- Yes
- No
- Don't recall

**Q8 Whom did you rely on most for information regarding the status of your collection case?**

- Your tax professional
- Your IRS revenue officer **(SKIP TO QUESTION 10)**
- Other **(SKIP TO QUESTION 10)**

**Q9 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

**Q10 Use this space for comments or suggestions for improvement.**

Occasionally, we conduct additional in-depth IRS-related 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 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 number:

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Enter your 10-digit phone number  
Print one digit in each square

Email address:

Enter your email address using all capital letters.

**If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or face a significant hardship due to the application of tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778 or [www.taxpayeradvocate.irs.gov](http://www.taxpayeradvocate.irs.gov).**

**Privacy Act and Paperwork Reduction Act Notice**

Our authority for requesting information with this survey is U.S.C. Section 301, and 26 U.S.C. Sections 7801, 7803, and 7805. The information you provide allows the IRS to analyze interactions between the IRS and taxpayers. This information will also help us to improve taxpayer service. Data collected will be shared with IRS staff, but your responses will be used for research and aggregate reporting purposes only and will not be used for other non-statistical or non-research purposes. The information that you provide will be protected as required by law. We estimate that it will take 5 minutes to complete this survey, including the time for reviewing instructions and completing the collection of information. Providing the information is voluntary; not providing all or part of the information requested will have no impact on you but may reduce our ability to address taxpayer concerns regarding taxpayer service. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB number for this survey is 1545-2250. Send comments regarding this burden estimate for completing the survey or any other aspect of this collection of information, including suggestions for reducing this burden to: IRS, Special Services Section, SE:W:CAR:MP:T:M:SP, Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

**Thank you for completing the survey.**

**Please return this questionnaire to Fors Marsh, PO Box 5703, Hopkins, MN 55343-5703**