

Department of the Treasury - Internal Revenue Service
Internal Revenue Service (IRS)
Customer Satisfaction Survey - Determinations

You can help the IRS improve its service to the public by answering the questions below. This voluntary survey takes less than eight minutes to complete.

Your responses will be kept anonymous to the IRS. Only aggregate information will be provided to the IRS.

The following questions ask your opinion regarding your most recent IRS determination request. Regardless of whether you agree or disagree with the final outcome, please mark the appropriate circle on the scale provided.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know /Not Applicable
Q1. Regardless of the outcome, I am satisfied with the way the IRS handled my case.	1	2	3	4	5	NA
Q2. From submission of my application through final determination, I am satisfied with the length of the process.	1	2	3	4	5	NA
Q3. I am satisfied with how well the IRS communicated with me (whether in writing or by telephone) throughout the process.	1	2	3	4	5	NA
Q4. I understood the application form.	1	2	3	4	5	NA
Q5. I understood the application instructions.	1	2	3	4	5	NA

Q6. Did you file Form 1023-EZ, Streamlined Application for Recognition of Exemption Under Section 501(c)(3) of the Internal Revenue Code?	1 Yes	Skip to 9
	2 No	
	3 Don't know/Not Applicable	Skip to 9

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know /Not Applicable
Q7. The acknowledgement letter clearly stated when the IRS would contact me.	1	2	3	4	5	NA

Q8. Did the IRS contact you within the timeframe stated in the acknowledgment letter?	1 Yes, I received a letter or telephone call within the stated timeframe.
	2 No, I did not receive a letter or telephone call within the stated timeframe.
	3 I initiated contact before the stated timeframe elapsed.
	NA Don't Know/Not Applicable

Q9. Did the IRS ask you for additional information?	1 Yes	
	2 No	Skip to 15
	3 Don't Know/Not Applicable	Skip to 15

Please continue on back ▶

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know /Not Applicable
Q10. The IRS employee clearly explained what additional information they needed.	1	2	3	4	5	NA
Q11. The IRS employee gave me enough time to respond to the request for additional information.	1	2	3	4	5	NA

Q12. How many times did the IRS employee contact you for additional information?

- 1 None
- 2 One
- 3 Two
- 4 Three or More
- 5 Don't Know/Not Applicable

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know /Not Applicable
Q13. The IRS employee was able to answer my questions thoroughly.	1	2	3	4	5	NA
Q14. The IRS employee was courteous.	1	2	3	4	5	NA
Q15. I understood the determination letter.	1	2	3	4	5	NA

Q16. If you have any suggestions for how IRS can improve its determination process, or any other comments, provide them below.

If you have any questions about this survey, please contact the survey processing center at 1-866-960-7897 or email us at help@pcgsurveys.com.

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 this survey.
Please return this questionnaire to P.O. Box 64530, St. Paul, MN 55164-0530.

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 study is 1545-2250. 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, Special Services, SE:W:CAR:MP:T:M:SP, 1111 Constitution Ave. NW, Room 6129, Washington, DC 20224.