

# INTERNAL REVENUE SERVICE (IRS) SMALL BUSINESS/SELF-EMPLOYED CUSTOMER EXPERIENCE SURVEY

OMB# 1545-2250

## FIELD EXAMINATION

The IRS is trying to improve its service to the public. You can help in this important mission by providing your feedback below. This voluntary survey should take less than 5 minutes to complete. Your identity will not be provided to the IRS. If you have any questions about this survey, please call the survey processing center at 1-800-521-7177.

The following questions ask your opinion regarding how the IRS handled your most recent audit. For each question, *regardless of whether you agree or disagree with the final outcome*, please fill in the appropriate circle next to the response that best applies to you.

How satisfied are you with...	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Don't Know/Not Applicable
1. The initial information the IRS provided (e.g., letters/notices, phone calls, IRS publications) so that you knew what to expect during the audit?	①	②	③	④	⑤	NA
2. The explanation of how long the audit process would take from start to finish?	①	②	③	④	⑤	NA
3. The flexibility of the auditor in scheduling meetings/calls?	①	②	③	④	⑤	NA
4. The explanation the auditor provided as to the reason(s) for the audit?	①	②	③	④	⑤	NA
5. How well the IRS communicated with you throughout the audit process?	①	②	③	④	⑤	NA
6. The explanation of why more records were requested after the initial appointment?	①	②	③	④	⑤	NA
7. The time you were given to provide all information requested by the IRS?	①	②	③	④	⑤	NA
8. The explanation your auditor gave you about why the audit expanded from the issues you were initially informed about?	①	②	③	④	⑤	NA
9. The amount of time you personally had to spend on the audit?	①	②	③	④	⑤	NA
10. The professionalism of your auditor?	①	②	③	④	⑤	NA
11. The auditor's understanding of your business?	①	②	③	④	⑤	NA
12. The tax knowledge of your auditor?	①	②	③	④	⑤	NA
13. The timeliness of the status updates the auditor provided during the audit?	①	②	③	④	⑤	NA
14. The usefulness of the status updates?	①	②	③	④	⑤	NA
15. The timeliness of the IRS auditor in responding to your inquiries?	①	②	③	④	⑤	NA
16. The explanation of why changes were made to your return?	①	②	③	④	⑤	NA

Please continue on back ►

FIELD EXAMINATION

How satisfied are you with...	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Don't Know/Not Applicable
17. The length of the audit process from start to finish?	①	②	③	④	⑤	NA
18. Understanding that you have payment options?	①	②	③	④	⑤	NA
19. If a manager was involved with your audit, how satisfied were you with the way he or she affected your audit?	①	②	③	④	⑤	NA
20. Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your audit was handled?	①	②	③	④	⑤	NA
21. Did you view the series, "Your Guide to an IRS Audit," available at <a href="http://www.irs.gov">www.irs.gov</a> ?	① Yes	② No				
22. If you saw the video series, did it help you prepare for your audit?	① Yes	② No	③ Not applicable			
23. For this audit, were you...? (Check <b>one</b> only)	① The taxpayer	② A tax professional who represented the taxpayer	③ Someone else who represented the taxpayer			
24. Please provide any comments or suggestions for improvement.	<hr/> <hr/> <hr/>					

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 e-mail address (if available). This information will not be shared with the IRS and will be used only for research purposes.

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.

Thank you for completing the survey.

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

**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 Section, SE:W:CAR:MP:T:M:S - Room 6129, 1111 Constitution Ave. NW, Washington, DC 20224.