

## IRS Customer Experience Survey Innocent Spouse

In an effort to improve its services to the public, the IRS is seeking the opinions of taxpayers who have been through the Innocent Spouse claim process at the IRS. Please assist us by completing this brief voluntary survey, which should take less than 5 minutes of your time. For Marsh will keep your identity private to the extent permitted by law. If you have any questions about this survey, you may call the Survey Helpline at 1-800-521-7177.

**1** Thinking of the processing of your Innocent Spouse relief request, *regardless of whether you agreed or disagreed with the final outcome*, please mark the option that best represents your experiences throughout the claim process.

Please rate your satisfaction with the following:

	Very Dissatisfied ▼	Somewhat Dissatisfied ▼	Neither Satisfied Nor Dissatisfied ▼	Somewhat Satisfied ▼	Very Satisfied ▼	Not Applicable ▼
a. Overall, the way the IRS handled your Innocent Spouse claim	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Ease of understanding the initial IRS letter explaining the Innocent Spouse claim process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. How clearly the IRS explained what documents you needed to send to support your Innocent Spouse claim	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. IRS employees' knowledge about the Innocent Spouse claim process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. How well the IRS kept you informed of the status of your Innocent Spouse claim	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The consistency of information provided to you during the Innocent Spouse claim process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. How well the IRS explained the result of your Innocent Spouse claim	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. The length of the Innocent Spouse claim process from start to finish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**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?

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**3** Did you call the IRS about your Innocent Spouse claim using a telephone number listed on any of the letters?

- Yes (continue to 4)
- No (skip to 5)
- Don't recall (skip to 5)

	Very Dissatisfied ▼	Somewhat Dissatisfied ▼	Neither Satisfied Nor Dissatisfied ▼	Somewhat Satisfied ▼	Very Satisfied ▼	Not Applicable ▼
<b>4</b> Regardless of the outcome of your claim, how satisfied were you with the service you received on these calls?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**5** During the claim 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 first submitted your Innocent Spouse claim, how many months did you expect it would take?

\_\_\_\_\_ Months

**Please continue on back**

**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 ▼	Not Applicable ▼
a. I received an adequate description of the claim process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My experience reflected the described claim process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I had the opportunity to provide information important to my case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I was treated with respect during the claim process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9 Overall, how well did the IRS meet your expectations while handling your Innocent Spouse claim?**

- Much better than expected
- Better than expected
- As expected
- Worse than expected
- Much worse than expected

**↳ If you answered "Worse than expected" or "Much worse than expected" to the above question, can you describe what caused you to feel that way?**

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**10 Who prepared your request for Innocent Spouse Relief? (Mark only one.)**

- You
- Professional tax preparer
- Friend or relative
- IRS service representative at an IRS office
- Volunteer (at a volunteer tax preparation location)
- Other

**11 Are you...**

- The taxpayer
- A tax professional who represented the taxpayer
- Someone else who assisted the taxpayer

**12 The IRS continually looks for ways to improve its service to taxpayers throughout the Innocent Spouse claim process. Please use this space to provide your comments or suggestions for improvement. We welcome your feedback.**

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Occasionally, the IRS conducts 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 e-mail address (if available). This information will not be shared with the IRS and will be used only for the purpose of this research.

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 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.

Thank you for completing the survey.  
Please return this survey to Fors Marsh, PO Box 5703, Hopkins, MN 55343-5703