

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

You can help the IRS improve its service to the public by answering the questions below. This voluntary survey should take 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 examination. 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 first notice to final resolution, 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 (in person, in writing, or by telephone) throughout the process.	1	2	3	4	5	NA
Q4. The IRS employee clearly explained to me (in person, in writing, or by telephone) what I would need to do to prepare for the initial meeting (opening conference).	1	2	3	4	5	NA
Q5. The IRS employee clearly explained my taxpayer rights.	1	2	3	4	5	NA
Q6. The IRS employee clearly explained the examination process.	1	2	3	4	5	NA
Q7. The IRS employee was able to thoroughly answer my questions.	1	2	3	4	5	NA
Q8. The IRS employee responded to my inquiries in a timely manner.	1	2	3	4	5	NA
Q9. The IRS employee was courteous.	1	2	3	4	5	NA

Q10. After the initial request, did the IRS employee ask you to provide additional information?

- 1 Yes
- 2 No Skip to 13
- 3 Don't Know/Not Applicable Skip to 13

Please continue on back ►

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	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know /Not Applicable
Q11. The IRS employee clearly explained why additional information was needed.	1	2	3	4	5	NA
Q12. The IRS employee gave me enough time to respond to the request for additional information.	1	2	3	4	5	NA
Q13. Throughout the process, the IRS employee clearly communicated the status of my examination.	1	2	3	4	5	NA
Q14. Discussions with the IRS employee helped me understand the adjustment/resolution of the examination.	1	2	3	4	5	NA
Q15. I understood the final examination letter/report.	1	2	3	4	5	NA

Q16. If you have any suggestions for how IRS can improve its examination process, or any other comments, please 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 486, Oakland, MD 21550-9998.

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.