

Privacy Application for Taxpayer Advocate Service
FY 2023 Taxpayer Advocate Service (TAS) CS Multi-mode Survey

Taxpayer Advocate Service Customer Satisfaction Online Survey

Please enter your passcode that is included in your correspondence you received from TAS.

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Welcome to the Taxpayer Advocate Service Customer Survey!

The Taxpayer Advocate Service—an independent organization within the IRS that helps taxpayers resolve problems with the IRS is conducting a survey of taxpayers or their representatives who recently used its services. Your cooperation in answering these questions will help to ensure that taxpayers receive fair, courteous, and timely treatment from the Taxpayer Advocate Service. The Taxpayer Advocate Service will keep your answers private to the extent allowed by law.

This survey should take about 10 minutes. If you close the survey before finishing, your answers to that point will be saved and you can resume the survey by entering your password again.

You are accessing this web site because you received a postcard or letter asking you to take this survey from Erin Collins, the National Taxpayer Advocate.

Privacy Act and Paperwork Reduction Act Notice

Our authority for requesting information with this survey is 5 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 10 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 1545-1432. 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.

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This survey will ask you questions only about your most recent experience with the Taxpayer Advocate Service. Even though you may have had contacts with other areas of the IRS, please limit your responses to your interactions with the Taxpayer Advocate.

[Programmer, questions A, 1a to 2, use responses 1 to 5 for each question below, show as grid with buttons, no numbers]

- A. How satisfied were you with the assistance of the intake advocate, the first person you spoke with about your tax issue?
- 1a. How satisfied are you with your advocate's explanation of what he or she would do to help you with your problem?
- 1b. How satisfied are you that your advocate treated you with courtesy?
- 1c. How satisfied are you with your advocate's explanation of the time it would take to work your case?
- 1d. How satisfied are you with your advocate's updates on the progress of your case?
- 1e. How satisfied are you that your advocate listened to you?
- 1g. How satisfied are you that your advocate stayed with you every step of the way?
- 1h. How satisfied are you that your advocate cared about helping you?
- 1i. How satisfied are you with your advocate's responsiveness?
- 1j. How satisfied are you with your advocate's explanation of what cause your problem?
- 1k. How satisfied are you that your advocate was easy to reach?
- 1l. How satisfied are you with the length of time to work your case?
- 1m. How satisfied are you that your advocate treated you fairly?
- 1n. How satisfied are you with your advocate's knowledge of your specific issue?
- 1o. How satisfied are you with your advocate's explanation of the final outcome?
- 1p. How satisfied are you with your advocate's explanation of your rights as it applied to your case?
2. Thinking only of your satisfaction with the Taxpayer Advocate Service and not other parts of the IRS, overall how satisfied are you with your Taxpayer Advocate Service experience?

[Responses 1 to 5 for questions A, 1a to 2, show as grid with buttons with text above, no numbers]

- 5 Very Satisfied
- 4 Somewhat Satisfied
- 3 Neither
- 2 Somewhat Dissatisfied
- 1 Very Dissatisfied

3. How satisfied are you with the helpfulness of the letters you received (if you did not receive any correspondence, please mark N/A)?

[Programmer, use responses 1 to 5 for each question below, show as grid with buttons with text above, no numbers]

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- 5 Very Satisfied
- 4 Somewhat Satisfied
- 3 Neither
- 2 Somewhat Dissatisfied
- 1 Very Dissatisfied
- 0 N/A

4. To what extent did the Taxpayer Advocate Service solve your problem?

[Programmer, use responses 1 to 5 for question 4, show as grid with buttons with text above, no numbers]

- 1 Completely
- 2 Partially
- 3 Not at all
- 4 Case is still open

5. As a result of your experience with the Taxpayer Advocate Service, would you say your impression of the IRS is:

[Programmer, use responses 1 to 5 for question 5, show as grid with buttons, no numbers]

- 5 Much more positive
- 4 More positive
- 3 Same
- 2 More negative
- 1 Much more negative

6. How could the Taxpayer Advocate Service improve the service you received? Please do not provide any Personally Identifiable Information (PII) such as names or social security numbers.

[Programmer, opened ended question, limit number of characters allowed]

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[Programmer add message stating "By clicking "[name of button shown]" you will submit your survey."]

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END

You have completed the survey, thank you!