



Draft

Form **14783**  
(July 2025)

Department of the Treasury - Internal Revenue Service  
**Taxpayer Advocate Service Survey**

OMB Number  
1545-1432

The Taxpayer Advocate Service (TAS) is an independent organization within the IRS, which helps taxpayers resolve problems with the IRS. The TAS is asking you to participate in a short survey. Your cooperation in answering these questions will help to ensure that you, whether a taxpayer or tax professional, receive fair, courteous, and timely treatment from the TAS. Even though you may have had contacts with other personnel of the IRS, please limit your responses to your experience with the TAS. The primary purpose for requesting this information is to help the IRS improve its service to taxpayers. Providing information is voluntary. However, if you do not answer all or part of the survey questions, the IRS and TAS may lack information it could use to improve taxpayer service. We will keep your identity private to the extent permitted by law.

**Directions: Using a ballpoint pen (no felt tip markers), select one response for each question that best describes your experience.**

Please indicate how strongly you agree or disagree with each of the following statements:	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
1. After my first interaction with the Taxpayer Advocate Service, I believed they were working to help me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The Taxpayer Advocate Service clearly explained the process to resolve my tax issue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The Taxpayer Advocate Service kept me informed about the progress of my case throughout the process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The resolution of my issue gave me a sense of closure.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Thinking only about my experience with the Taxpayer Advocate Service, and not other parts of the IRS, I was satisfied with my overall experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Privacy Act and Paperwork Reduction 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 5 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, C:DC:TS:CAR:MP:T:M:S, 1111 Constitution Avenue, NW, Washington, DC 20224.