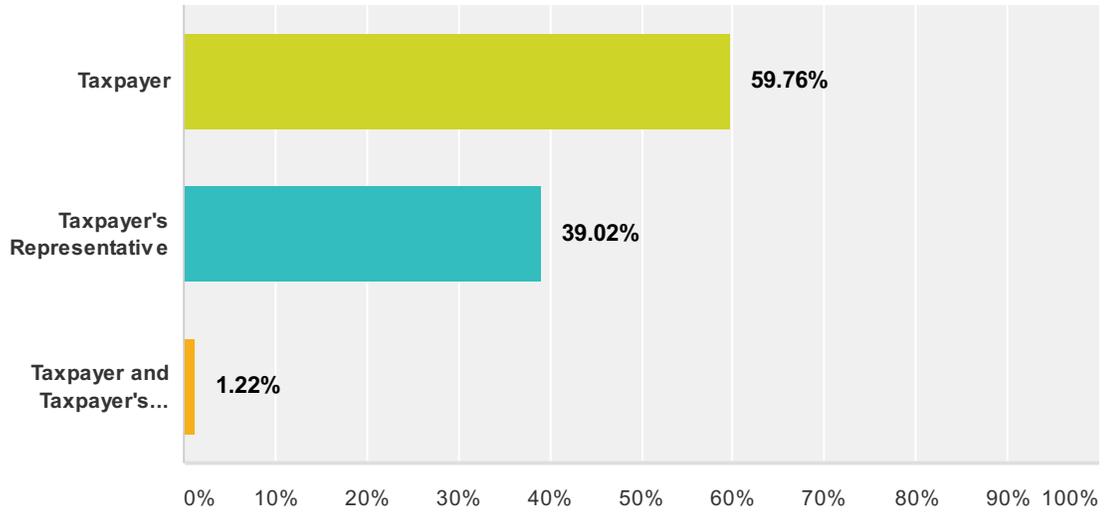


Your experience with the Department of Revenue's appeals process.

Q1 Please indicate if you are the Taxpayer, the Taxpayer's representative or working together to complete the survey.

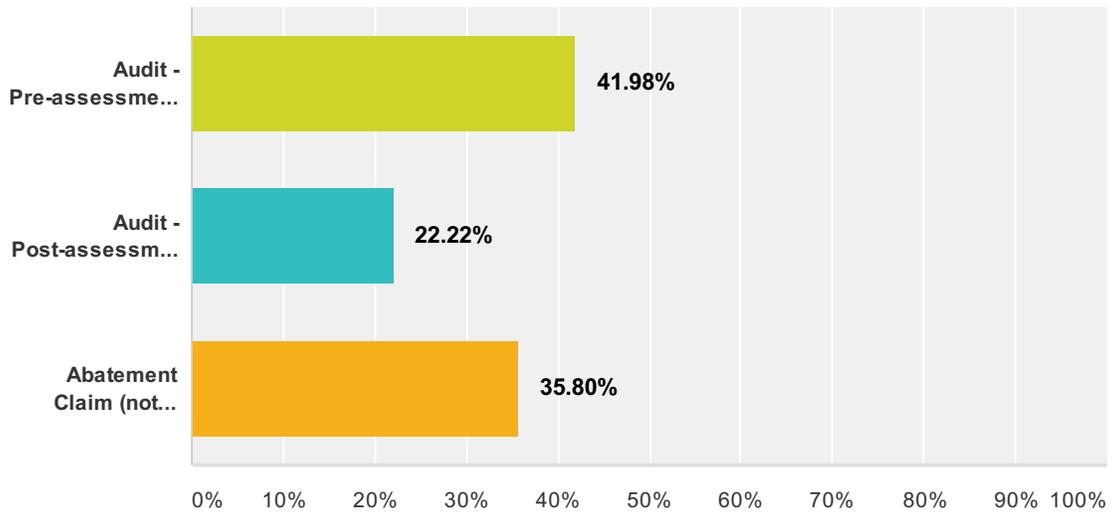
Answered: 82 Skipped: 10



Your experience with the Department of Revenue's appeals process.

Q2 Please indicate whether your appeal resulted from an audit or the filing of an abatement claim.

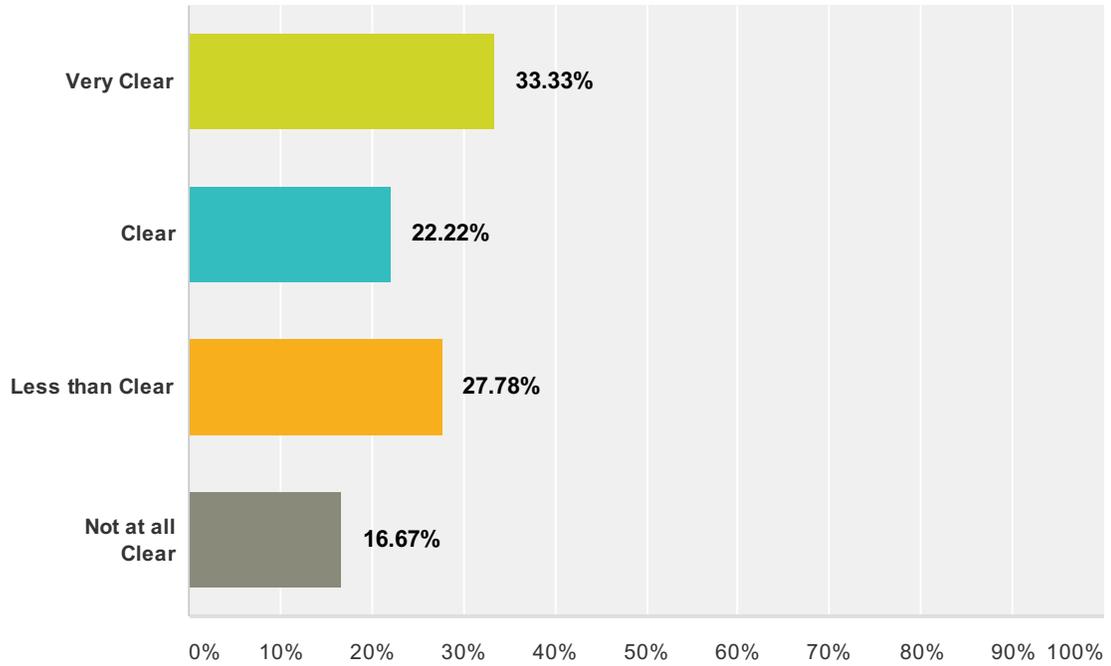
Answered: 81 Skipped: 11



Your experience with the Department of Revenue's appeals process.

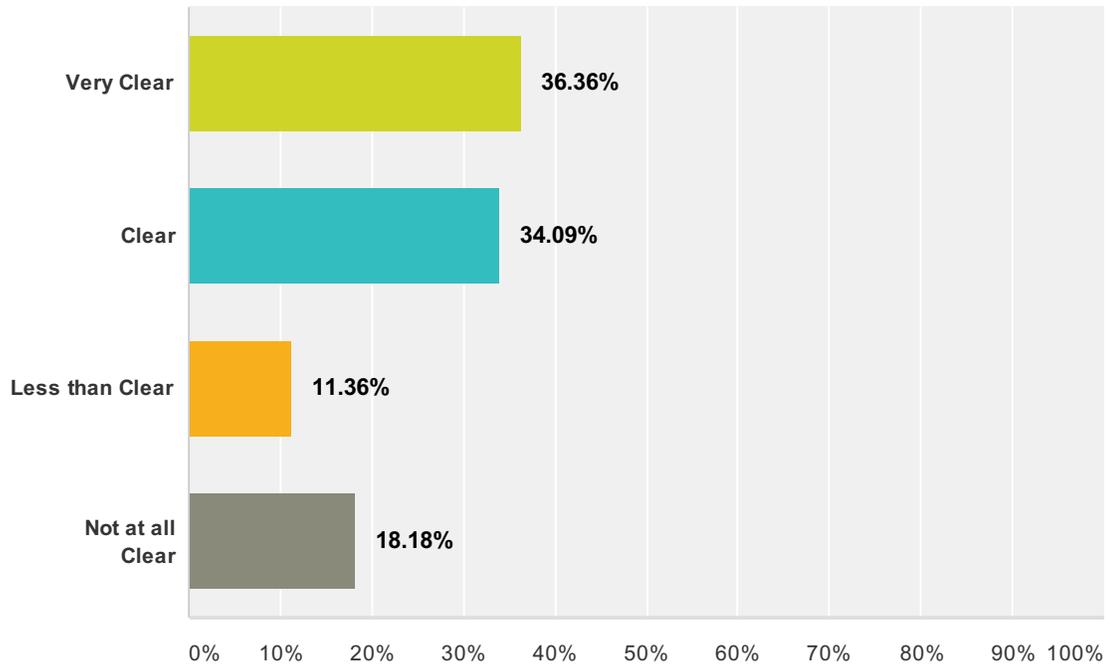
Q3 How clear was your understanding of the adjustments proposed or made by the Audit Division and its rationale for those adjustments?

Answered: 18 Skipped: 74



Q4 How clear was your understanding of the reason(s) your abatement claim was referred to the Office of Appeals?

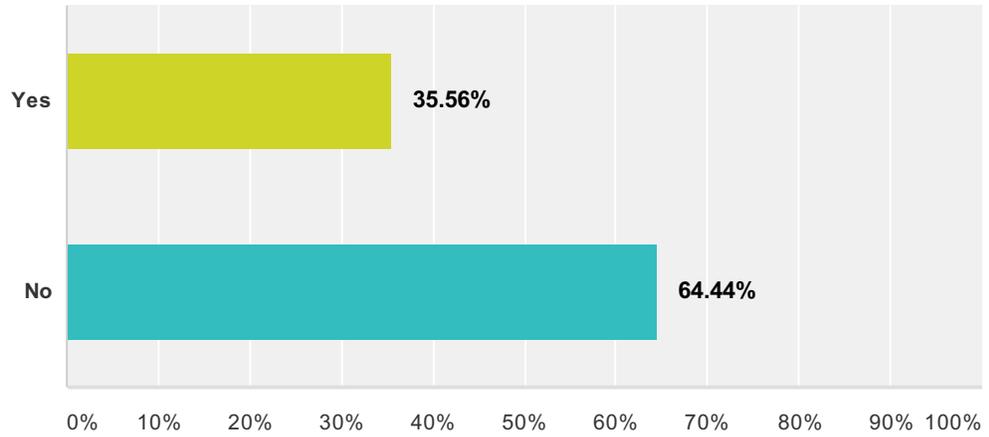
Answered: 44 Skipped: 48



Your experience with the Department of Revenue's appeals process.

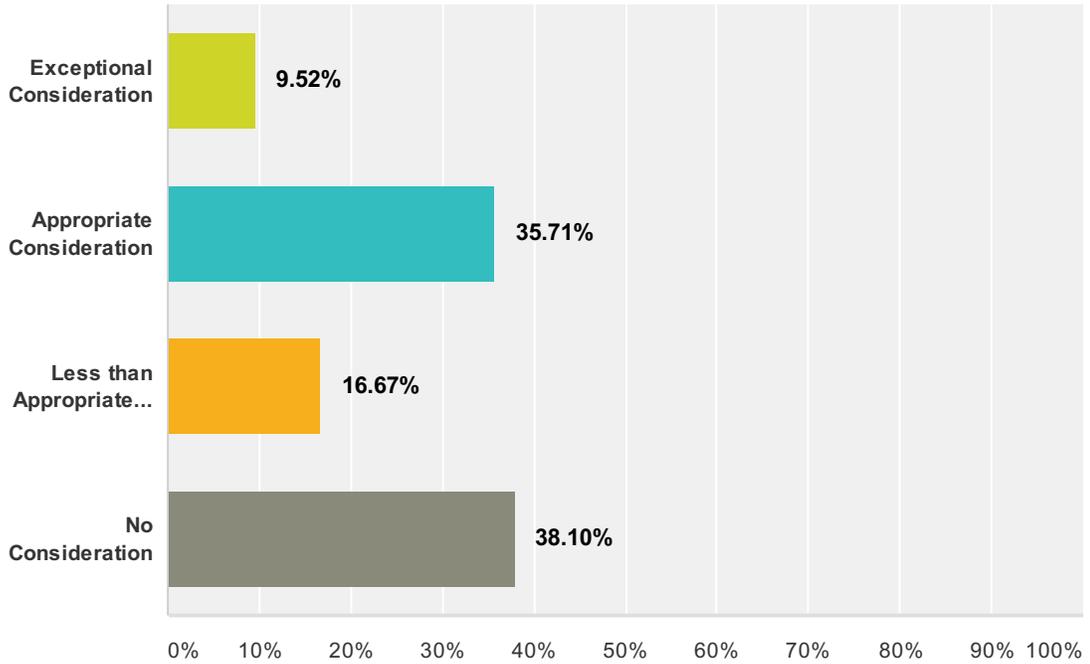
Q5 Did DOR's Customer Service Bureau request additional information related to your claim before you received a notice of hearing from the Office of Appeals?

Answered: 45 Skipped: 47



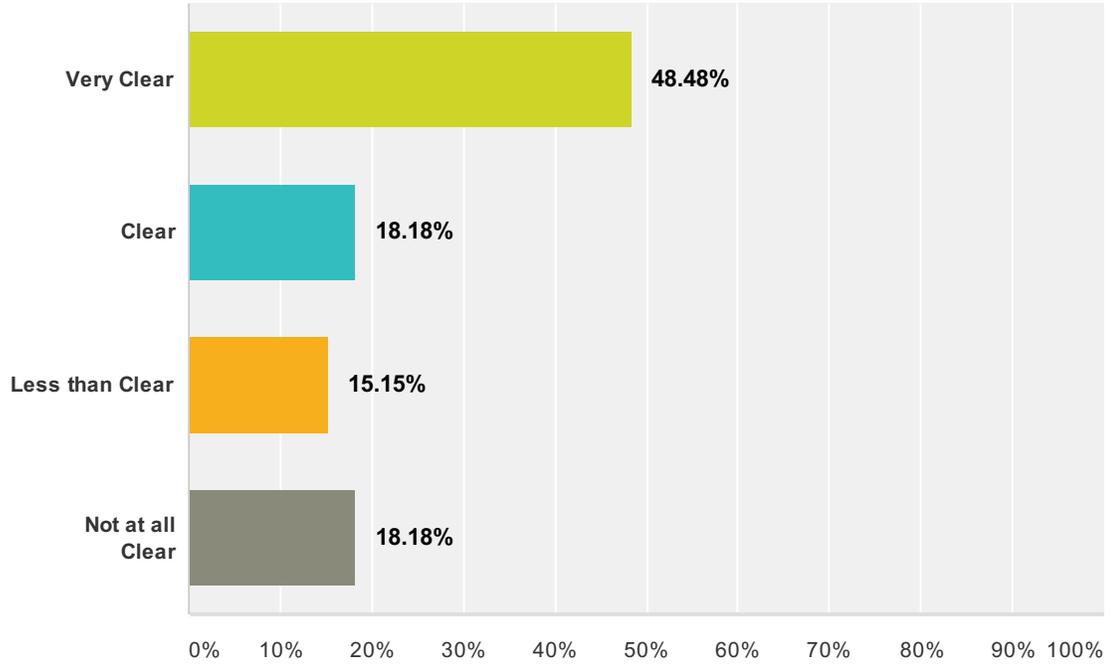
Q6 How would you evaluate the consideration given to the additional information you provided to DOR's Customer Service Bureau before your matter was referred to the Office of Appeals?

Answered: 42 Skipped: 50



Q7 How clear was your understanding of the adjustments proposed or made by the Audit Division and their rationale for those adjustments?

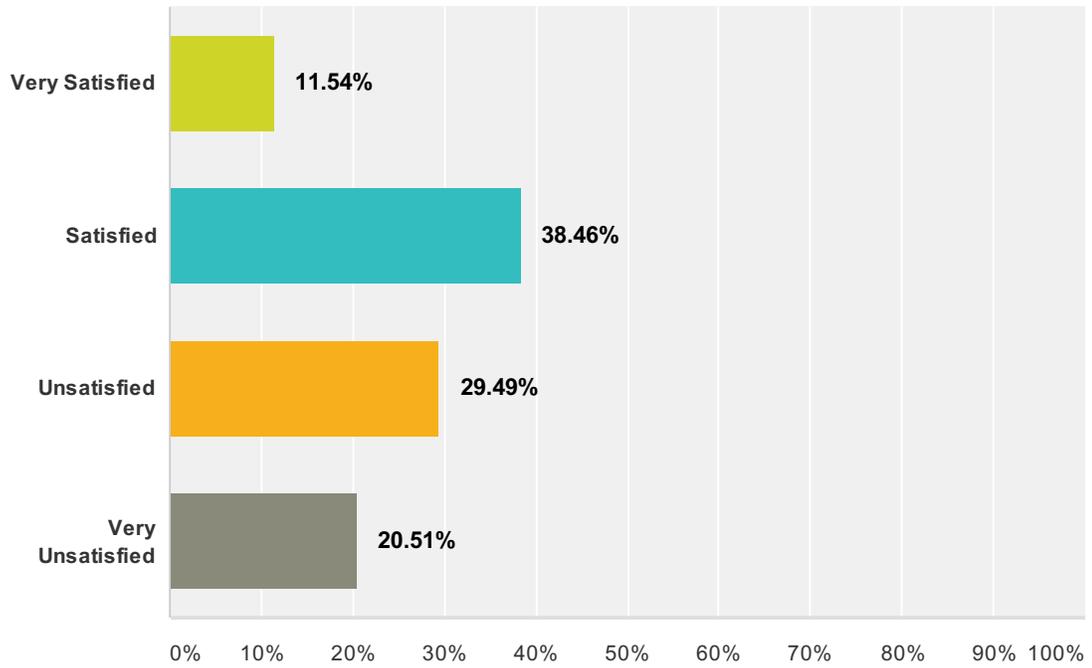
Answered: 33 Skipped: 59



Your experience with the Department of Revenue's appeals process.

Q8 How satisfied were you with the Department of Revenue prior to your participation in the appeals process?

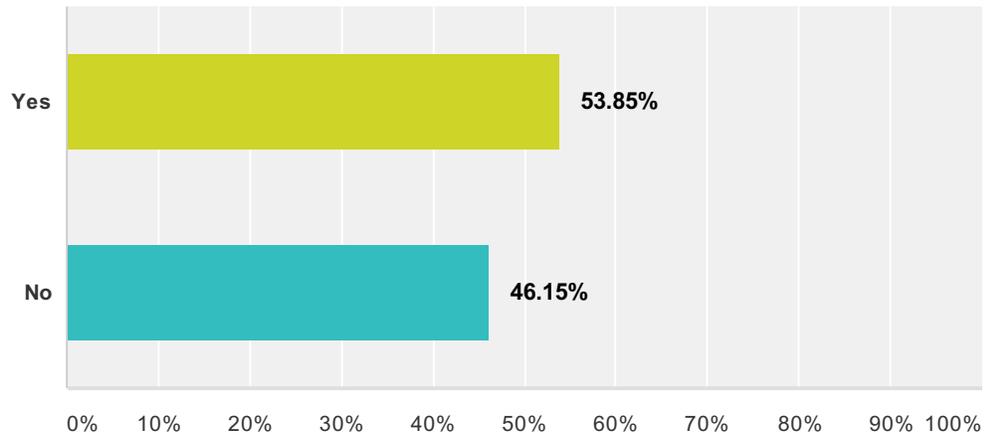
Answered: 78 Skipped: 14



Your experience with the Department of Revenue's appeals process.

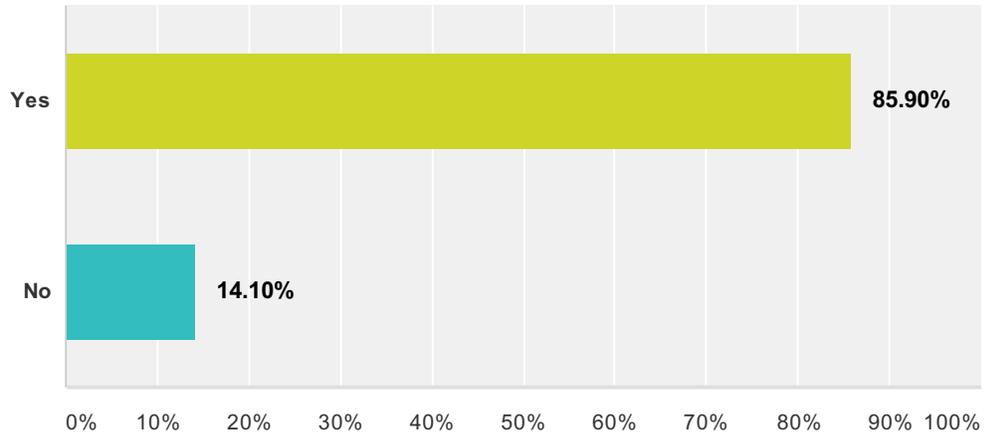
Q9 At the time that you submitted your request for a conference or hearing, did you understand that the Office of Appeals is an independent office within the Department of Revenue reporting directly to the Commissioner's Office?

Answered: 78 Skipped: 14



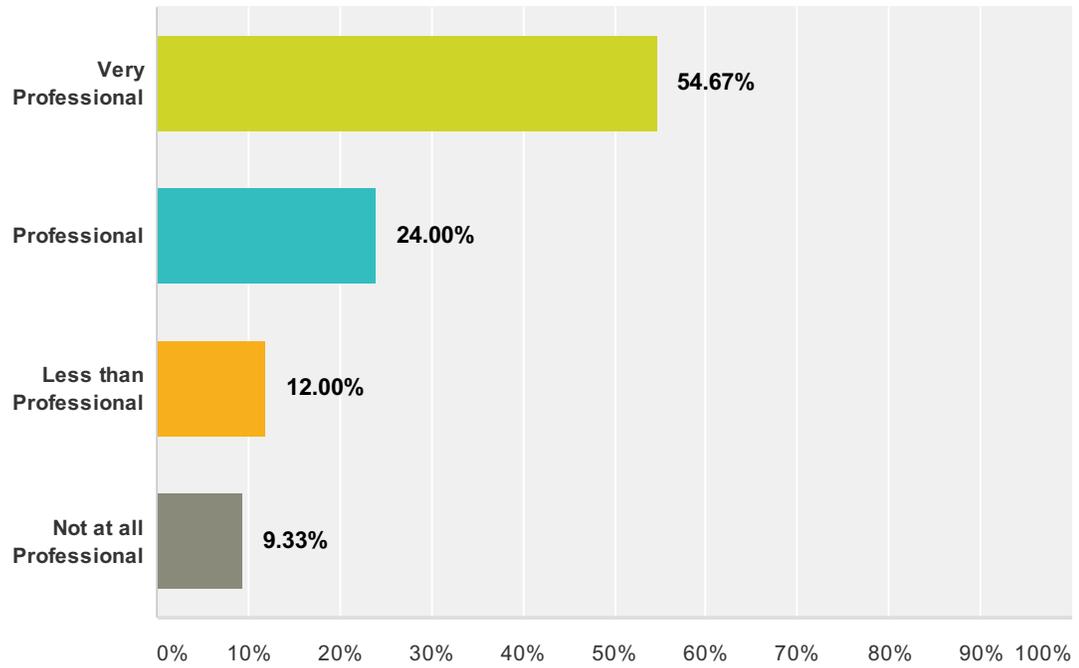
Q10 Prior to your appeals conference or hearing, did you submit a written statement explaining the basis for your appeal?

Answered: 78 Skipped: 14



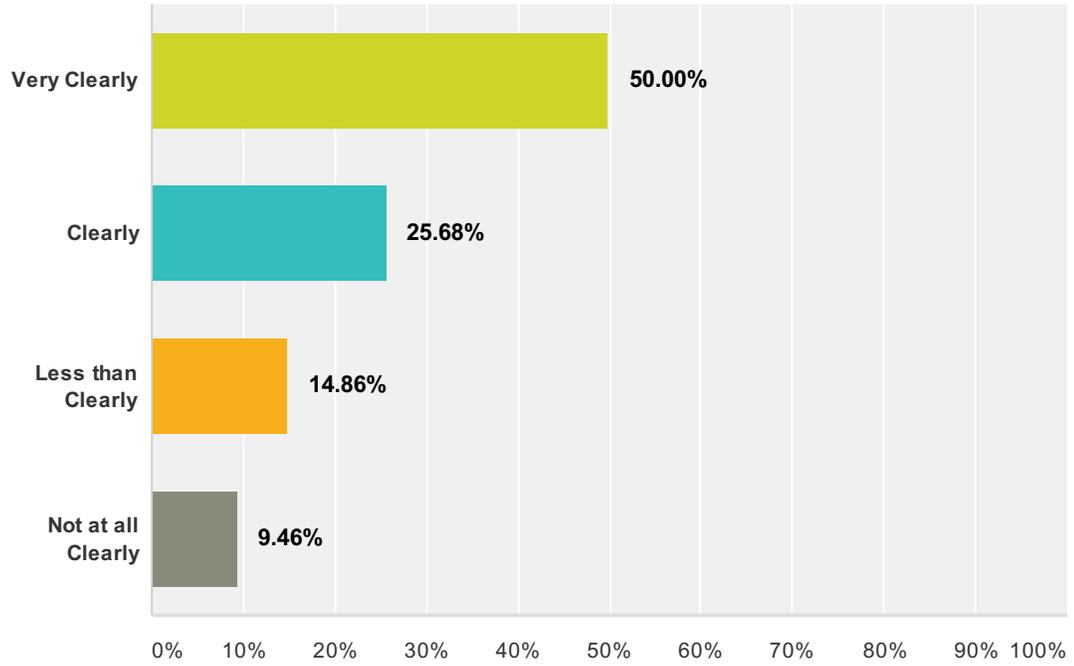
Q11 Was the conference or hearing on your appeal conducted in a professional manner?

Answered: 75 Skipped: 17



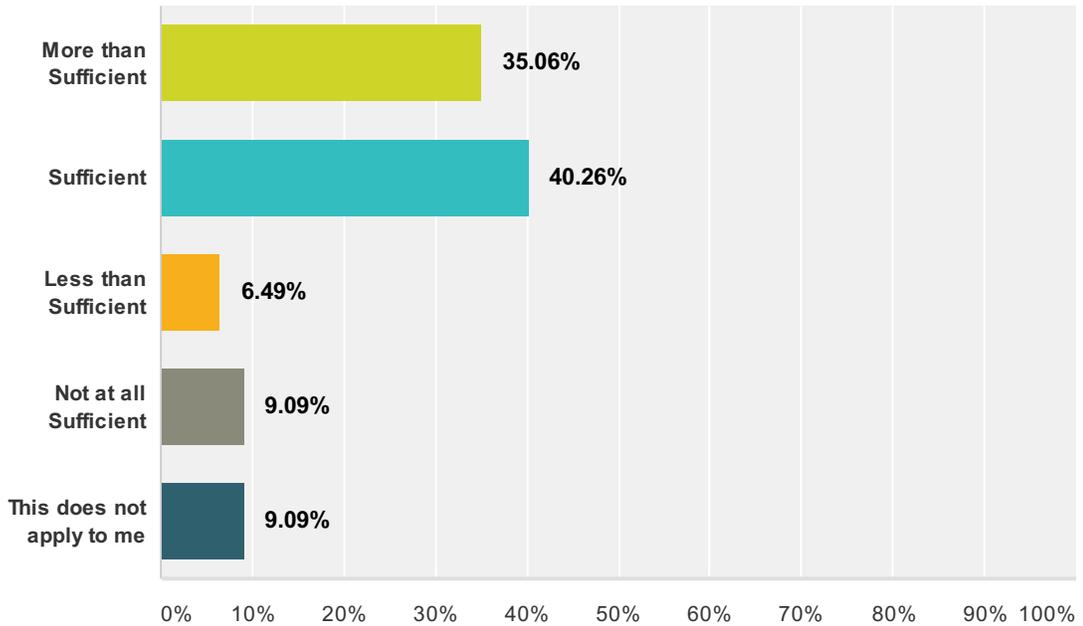
Q12 Did the Appeals Officer clearly explain the appeals process to you?

Answered: 74 Skipped: 18



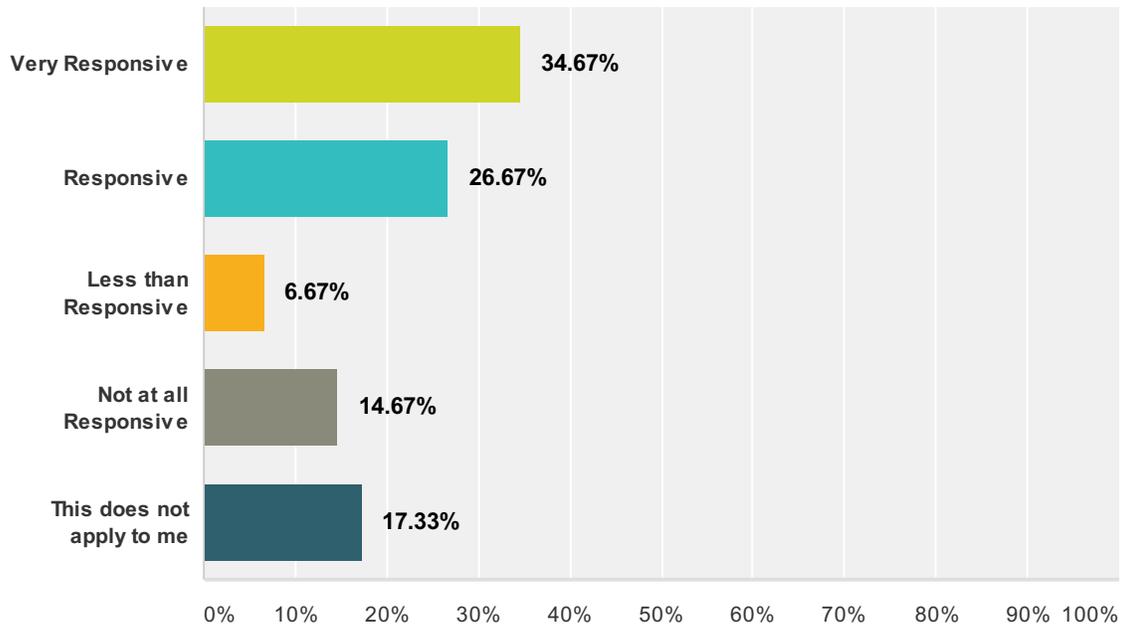
Q13 Were you given sufficient time to provide information/documentation in support of your position and to respond to additional information requests from the Appeals Officer?

Answered: 77 Skipped: 15



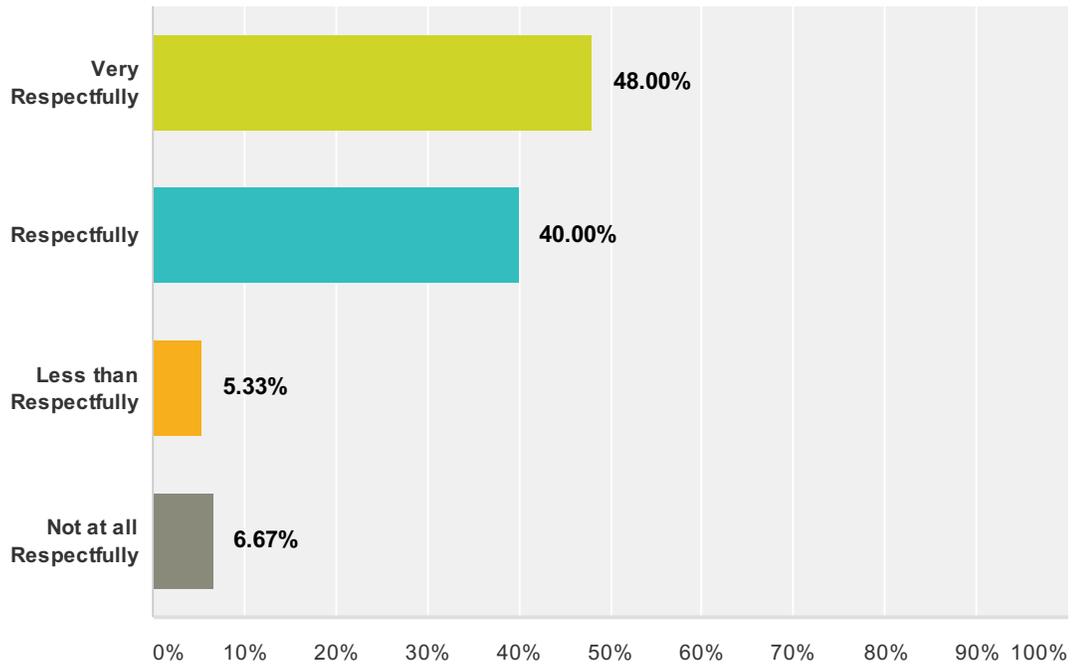
Q14 Was the Appeals Officer responsive to your subsequent inquiry(ies) regarding your appeal?

Answered: 75 Skipped: 17



Q15 How respectfully were you treated throughout the appeals process?

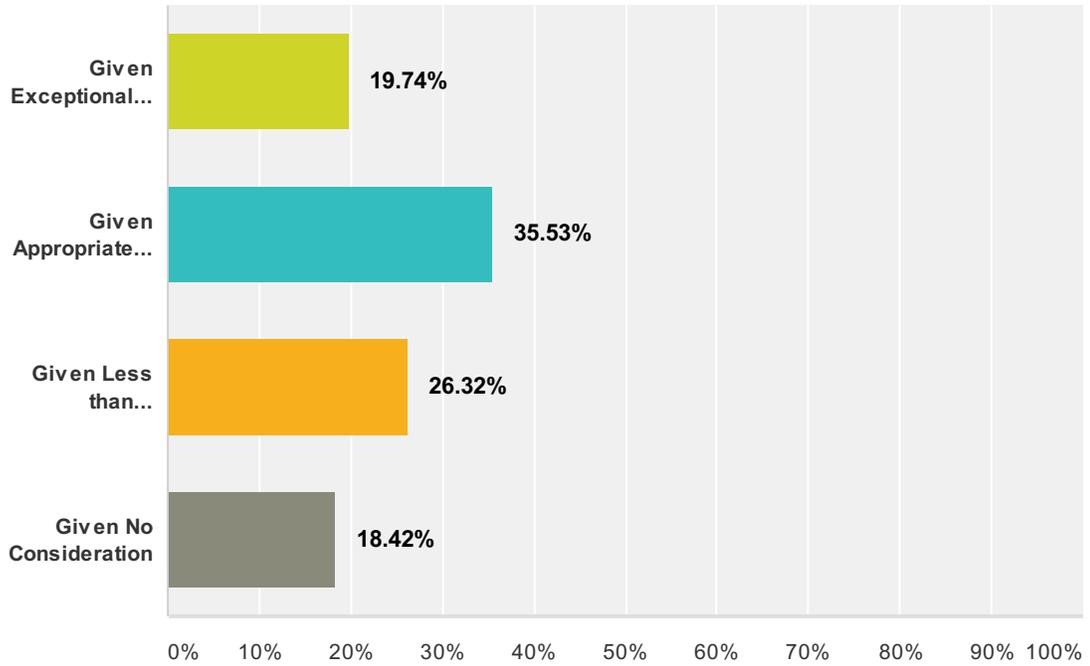
Answered: 75 Skipped: 17



Your experience with the Department of Revenue's appeals process.

Q16 Please indicate the degree to which you believe that the information you presented in support of your position(s) was given consideration by Appeals.

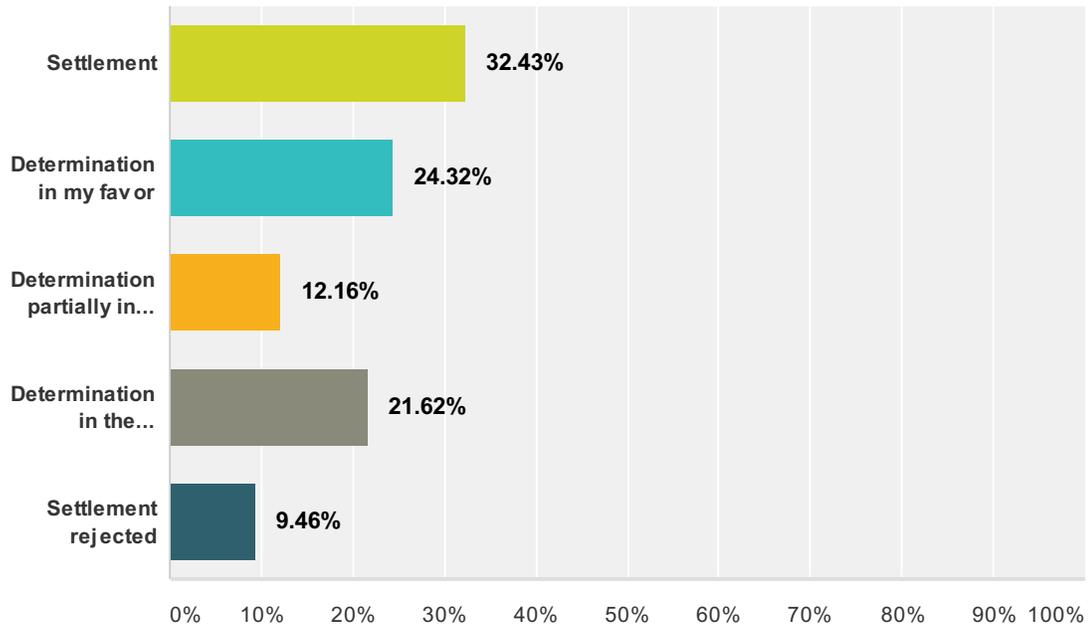
Answered: 76 Skipped: 16



Your experience with the Department of Revenue's appeals process.

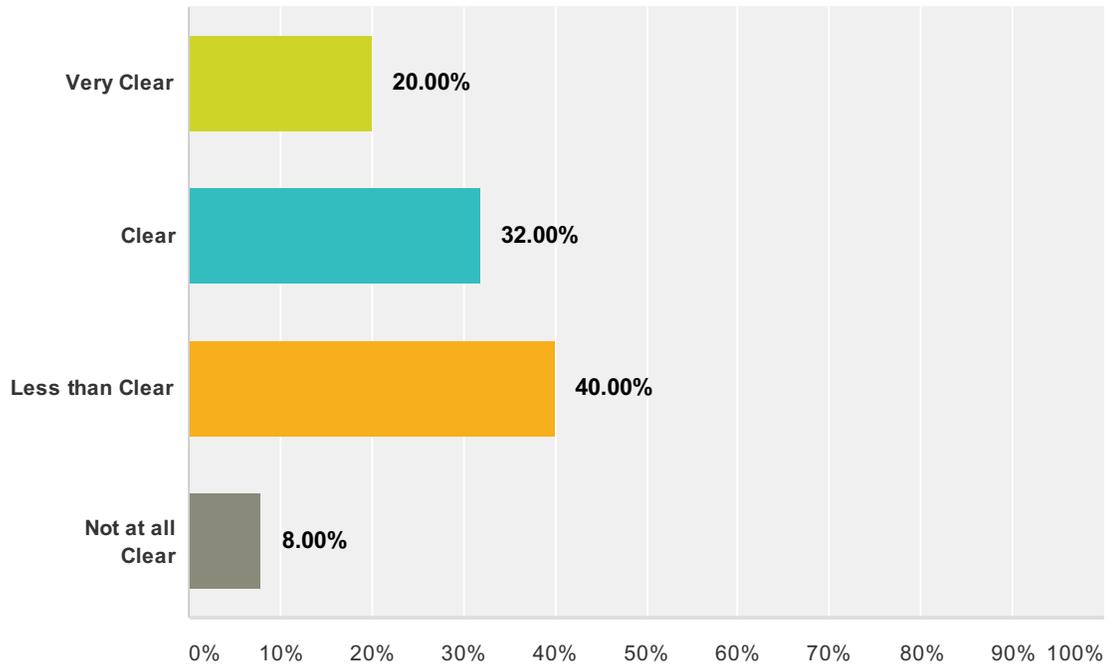
Q17 Please indicate how your appeal was resolved.

Answered: 74 Skipped: 18



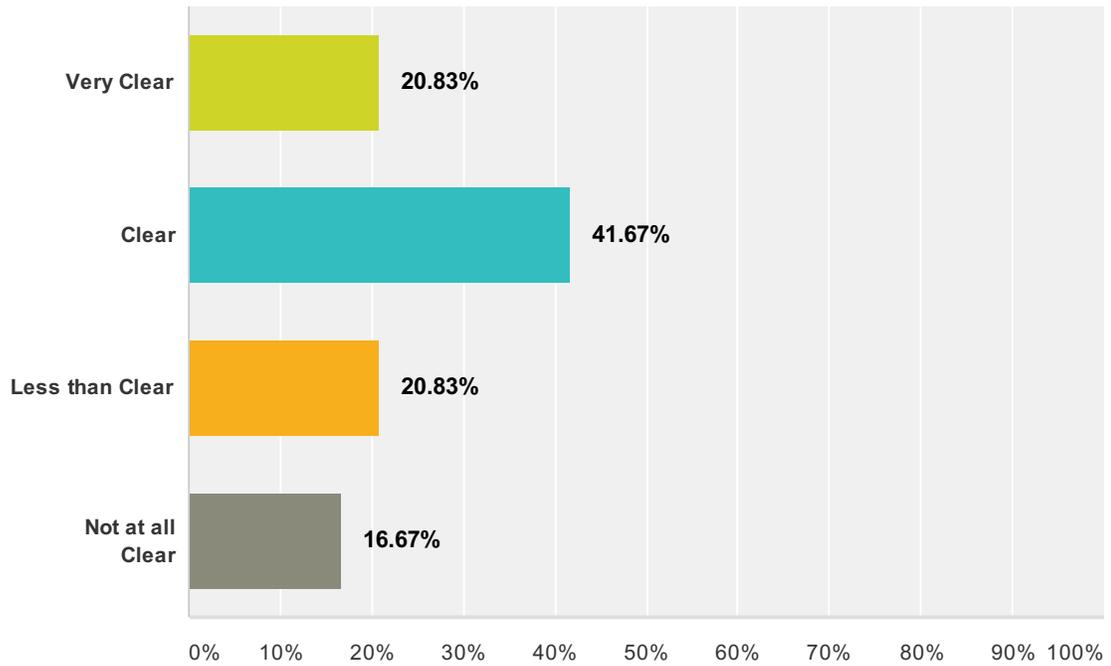
Q18 Were you provided with a clear explanation of the Office of Appeals' determination in your case?

Answered: 25 Skipped: 67



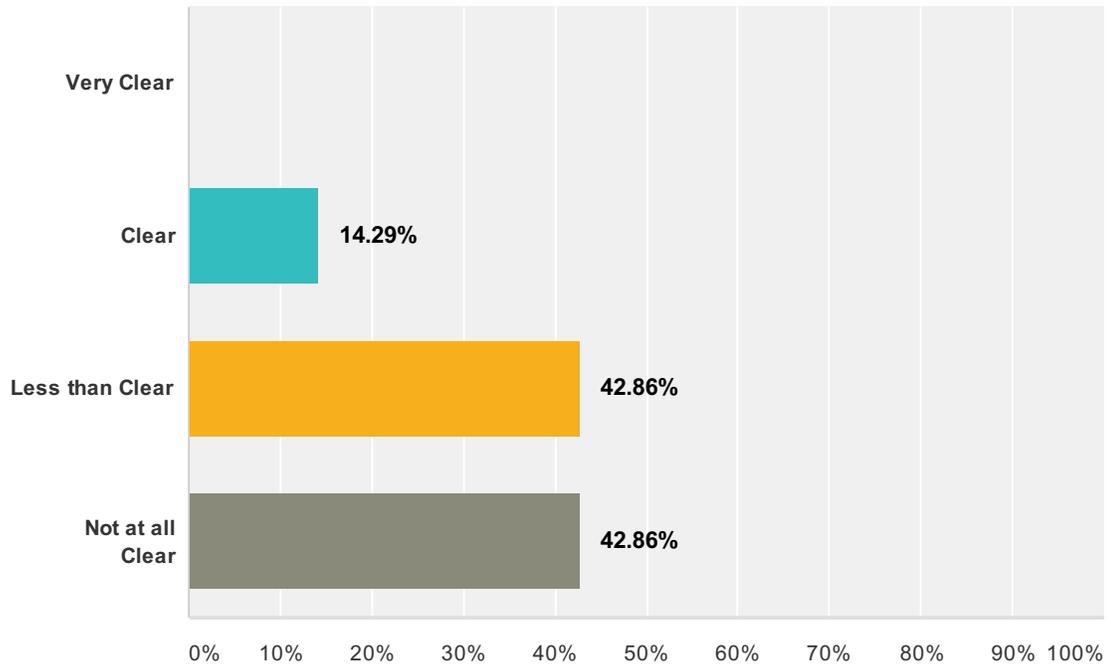
Q19 Were you provided with a clear explanation of your further appeal rights?

Answered: 24 Skipped: 68



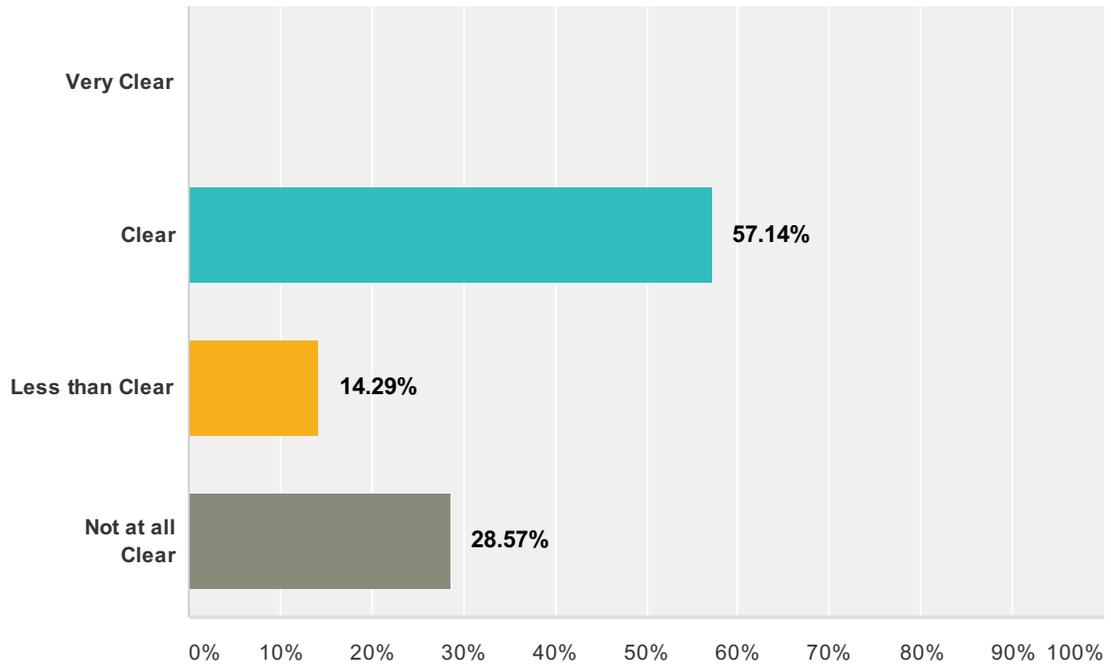
Q20 Were you provided with a clear explanation of the reason(s) your settlement was rejected?

Answered: 7 Skipped: 85



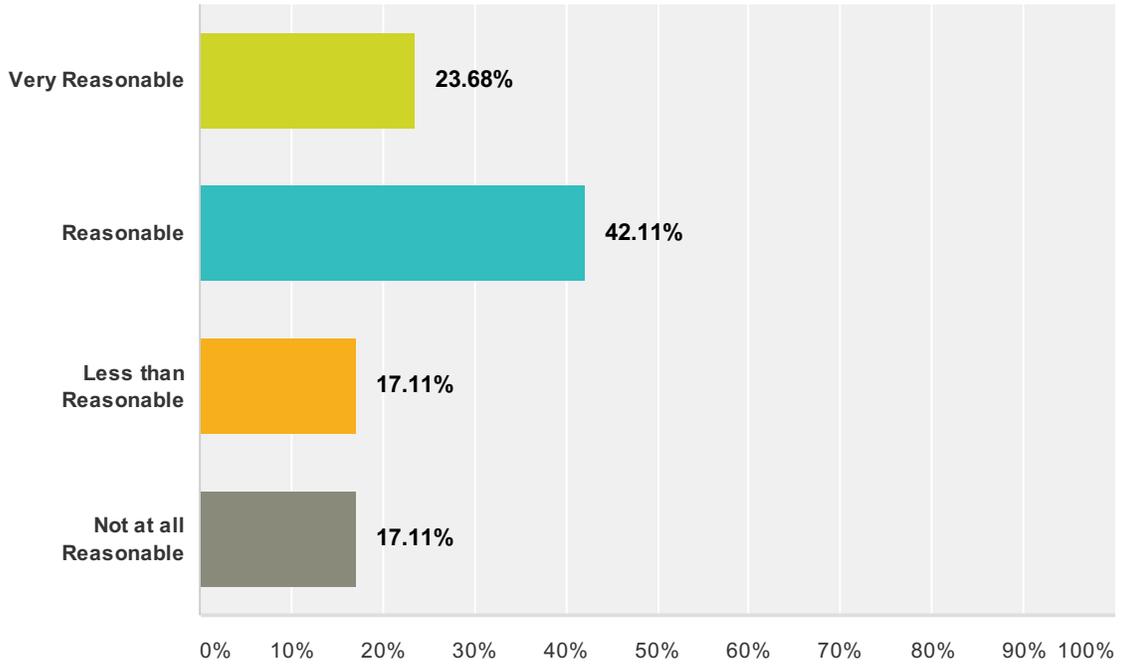
Q21 Were you provided with a clear explanation of your further appeal rights?

Answered: 7 Skipped: 85



Q22 Was your appeal concluded in a reasonable period of time?

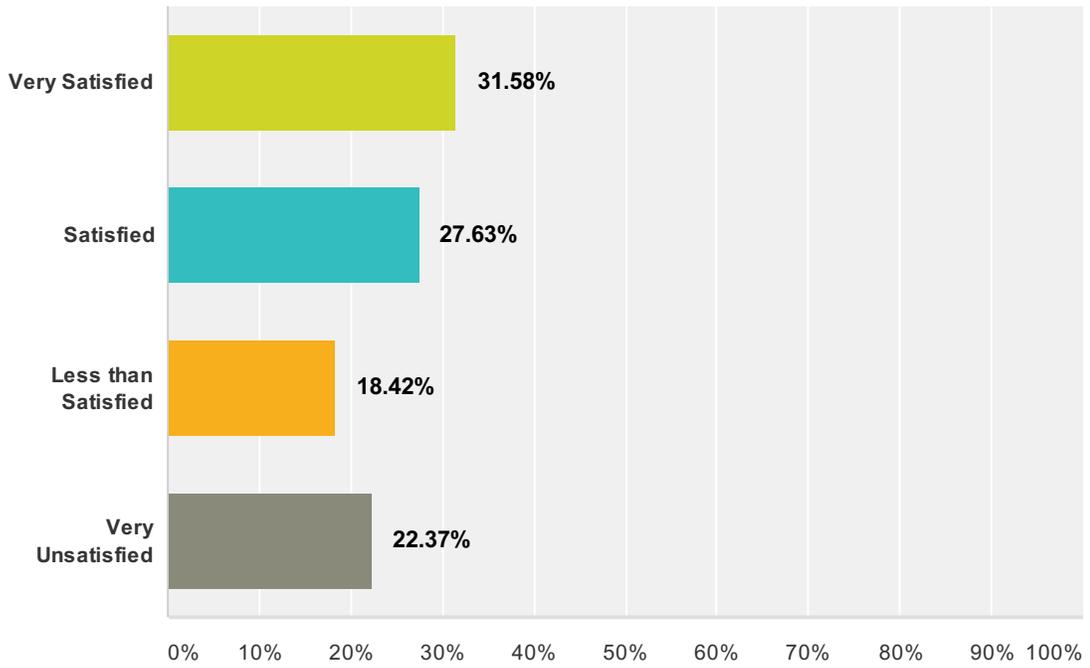
Answered: 76 Skipped: 16



Your experience with the Department of Revenue's appeals process.

Q23 Please tell us how satisfied you were overall with the appeals process.

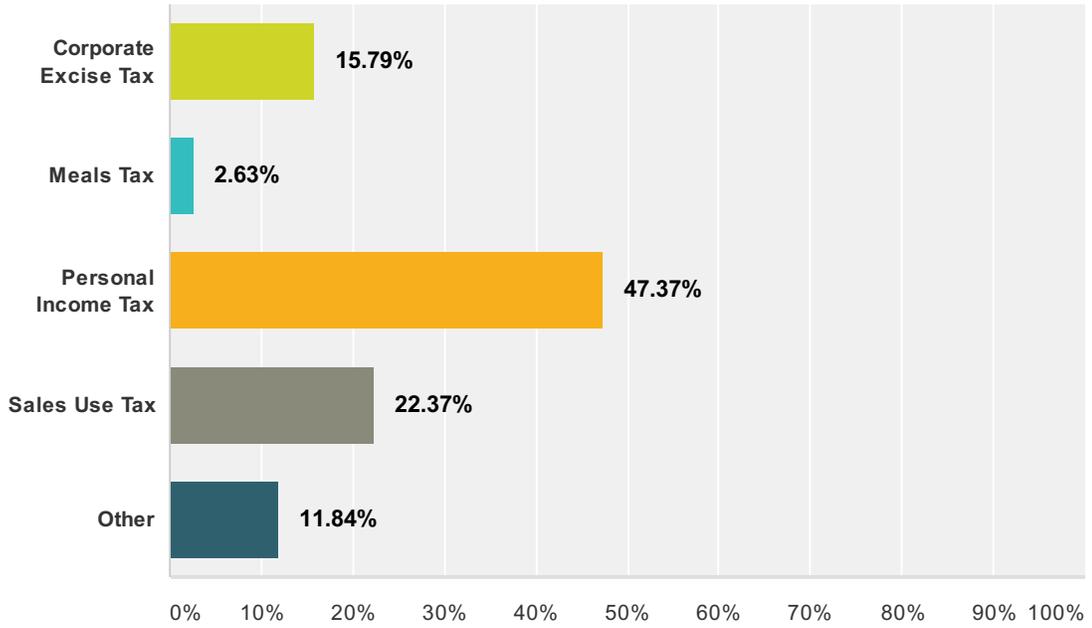
Answered: 76 Skipped: 16



Your experience with the Department of Revenue's appeals process.

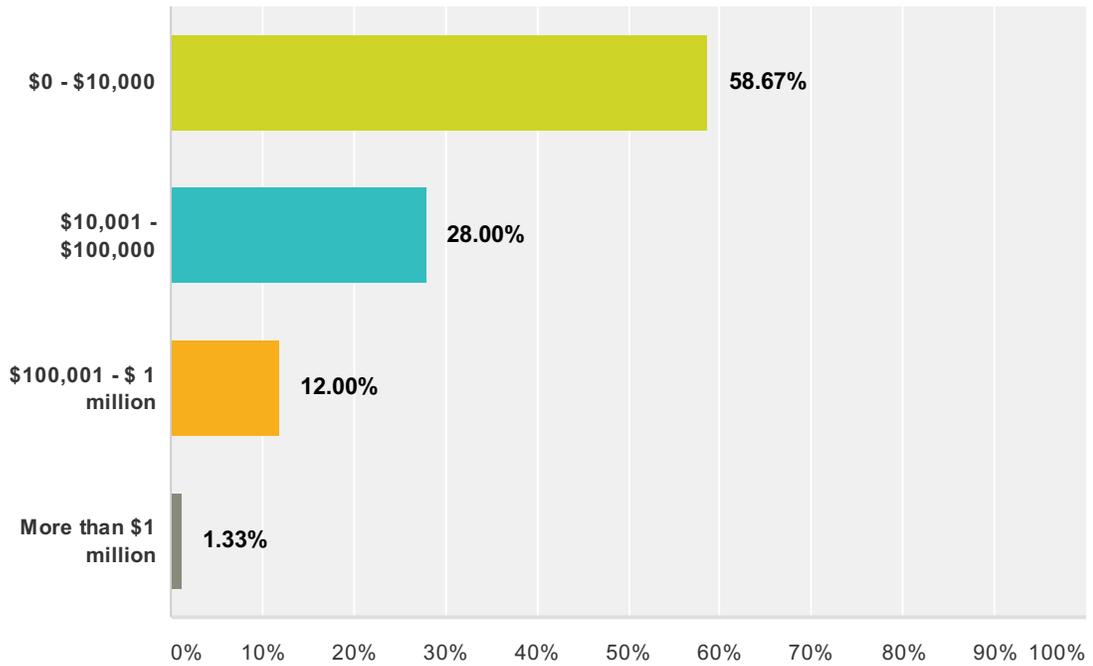
Q24 Please indicate the tax type that was the subject of your appeal.

Answered: 76 Skipped: 16



Q25 What was the amount at issue in your appeal?

Answered: 75 Skipped: 17



Q26 Did your appeal include a request for the waiver or abatement of penalties?

Answered: 74 Skipped: 18

