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March 7, 2018

L. Brimmer
Internal Revenue Service, Room 6526
1111 Constitution Avenue NW
Washington, DC 20224

In re: Comment on OMB Number 1545-2250

Dear Sir or Madam:

I write to submit a comment on OMB Number 1545-2250, "IRS Customer Satisfaction Surveys." My specific comment relates to an opportunity to enhance the quality and utility of the information to be collected and to provide an update on the concerns expressed in 2017 (see attached letter).

The recent report to Congress, "*IRS Whistleblower Program, Fiscal Year 2017, Annual Report to Congress*," states that "the Whistleblower Office developed key performance and organizational metrics as well as an *internal customer satisfaction survey* to complete a Balanced Measures System."¹ (Emphasis added.) IRC § 7623(b) was added in 2006. Since then, the enhanced whistleblower program has generated significant interest and participation. Nevertheless, at no time have I, nor any external stakeholders who have participated in this program, been asked for our formal feedback. As such, the IRS fails to gather qualitative feedback from an important external stakeholder group.

Gathering feedback from only internal stakeholders will fail to adequately highlight potentially significant problems. External stakeholders are, for instance, in a better position to provide suggestions to improve certain processes within the Whistleblower Office and to the level of service delivery by the enforcement divisions. The quality and utility of the feedback collection tools will, accordingly, be greatly enhanced by including external stakeholders in the formal collection of customer satisfaction information.

Very truly yours,



Mark Scott, Esq.

Attachment (as stated)

¹ Found online at https://www.irs.gov/pub/whistleblower/fy17_wo_annual_report_final.pdf.