



We're here
to serve
You.

R-1400 (1/12) WEB

Please mail or drop off this survey at:

LOUISIANA DEPARTMENT OF REVENUE
CUSTOMER SERVICE DIVISION
P. O. BOX 80519
BATON ROUGE, LA 70898-0519



LDR
Contributing to a better quality of life

We are committed to providing you with outstanding customer service at the Louisiana Department of Revenue. Please take a moment to provide us with your feedback, so that we can continue to improve our customer service to the public to best suit your needs.

1. DATE OF VISIT: _____

2. OFFICE/DIVISION VISITED: _____

• What was the name of the representative who assisted you? _____

3. REASON FOR VISIT: (MARK ALL THAT APPLY.)

Form or Publication Refund Payment
 Notice or Bill Tax Clearance(s) Tax Question Other _____

4. WHAT OTHER METHODS DID YOU USE TO ATTEMPT TO RESOLVE THIS ISSUE? (MARK ALL THAT APPLY.)

None Call Center Paid tax professional
 Correspondence LDR website (www.revenue.louisiana.gov) Other _____

5. EMPLOYEE PROFESSIONALISM: (STRONGLY AGREE - 5 TO STRONGLY DISAGREE - 1)

- The LDR representative assisted me in a courteous and professional manner. 5 4 3 2 1
- The LDR representative was knowledgeable of the process to assist me. 5 4 3 2 1
- The LDR representative was knowledgeable of the subject matter. 5 4 3 2 1
- My questions were answered to my satisfaction. 5 4 3 2 1

6. WAIT TIME – HOW LONG WAS YOUR WAIT?

Less than 10 minutes 11-20 minutes More than 20 minutes

7. EMPLOYEE EFFICIENCY/RESOLUTION OF TAXPAYER ISSUES: (STRONGLY AGREE-5 TO STRONGLY DISAGREE-1)

- I understand my tax responsibilities better as a result of this visit. 5 4 3 2 1
- I was able to have my problem resolved after this interaction, without needing to make a repeat call/visit. 5 4 3 2 1
- If you must make a repeat call or visit, please explain why.

**8. TAXPAYER FEEDBACK – TELL US ABOUT YOU:
(EXTREMELY SATISFIED - 5 TO DISSATISFIED - 1)**

• How was our overall performance in assisting you? 5 4 3 2 1

• How long did it take to resolve your issue?

15 minutes or less 15-30 minutes 30-45 minutes More than 45 minutes

• Are there any suggestions on how we can provide better service? _____
