



CUSTOMER SERVICE SURVEY

U.S. Department of Education, Office for Civil Rights

OCR is committed to providing excellent customer service. We value your opinion and request that you complete this short survey to assist us in evaluating and improving our service. While you are not required to respond, your cooperation is needed to make the results of this survey comprehensive, accurate, and timely. This survey is anonymous; therefore, please do not provide your name or any other personal information that could identify you. Survey results will not be traceable to any particular individual. If you are able, we ask that you complete the survey on line at www.ed.gov/ocr/customersurvey. Alternatively, you may return the survey in the enclosed stamped envelope. Please submit your survey response within 30 days. Thank you for your assistance.

Notice of Language Assistance: If you have difficulty understanding English, you may, free of charge, request language assistance services for this Department information by calling 1-800-USA-LEARN (1-800-872-5327) (TTY: 1-800-877-8339), or email us at: Ed.Language.Assistance@ed.gov.

Aviso a personas con dominio limitado del idioma inglés: Si usted tiene alguna dificultad en entender el idioma inglés, puede, sin costo alguno, solicitar asistencia lingüística con respecto a esta información llamando al 1-800-USA-LEARN (1-800-872-5327) (TTY: 1-800-877-8339), o envíe un mensaje de correo electrónico a: Ed.Language.Assistance@ed.gov.

Based on your experience, how would you describe OCR's performance:

	Excellent	Good	Satisfactory	Poor	Very Poor
Treated me courteously	1	2	3	4	5
Returned phone calls promptly	1	2	3	4	5
Responded to correspondence promptly	1	2	3	4	5
Kept me informed about my case	1	2	3	4	5
Communicated clearly	1	2	3	4	5
Answered my questions	1	2	3	4	5
Showed consideration when requesting information from me	1	2	3	4	5

Privacy Statement

Under the Freedom of Information Act, it may be necessary to release this document and related correspondence and records upon request. **For that reason, it is recommended that you limit your comments to text that does not include personally identifiable information in your response.** In the event that OCR receives a Freedom of Information Act request, it will seek to protect, to the extent provided by law, personally identifiable information, which, if released, could reasonably be expected to constitute an unwarranted invasion of personal privacy.

Comments:

To protect your own privacy and the privacy of others, please do not include personally identifiable information, such as name, Social Security number, addresses, phone numbers or email addresses in the body of your comment. If you do voluntarily include your name in a comment, which we generally do not recommend, that comment may or may not be removed. Under no circumstances will comments be allowed to remain that contain Social Security numbers, addresses, email address, phone numbers, or similar personally identifiable information.

Paperwork Burden Statement

THIS SURVEY IS AUTHORIZED BY LAW. WHILE YOU ARE NOT REQUIRED TO RESPOND, YOUR COOPERATION IS NEEDED TO MAKE THE RESULTS OF THIS SURVEY COMPREHENSIVE, ACCURATE, AND TIMELY. According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is **1880-0542**. The time required to complete this information collection is estimated to average **10** minutes, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. **If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to:** U.S. Department of Education, Washington, D.C. 20202-1100. **If you have comments or concerns regarding the status of your individual submission of this form, write directly to** the Office for Civil Rights, U.S. Department of Education, 400 Maryland Avenue, S.W., Washington, D.C. 20202.