



Outreach Email Template

Updated: 3/03/22

1. Initial Outreach and Invitation

Subject: An Invitation to Share your Experiences with HUD

Hello [Name],

My name is [Name], and I am working with HUD's Customer Experience Team to make improvements to and reduce the burden of the housing discrimination complaint process. We are reaching out to you because you have previously filed a complaint.

We want to understand the variety of experiences individuals face when going through the housing discrimination complaint process. As part of this work, we want to listen and learn from the people like you who have gone through the experience.

My team of researchers are looking to speak with people who have engaged in the HUD discrimination complaint process. **If you would like to share your experiences with us through a 1-hour Zoom or phone interview, please sign up for a time to speak with my team on Calendly.** Just click this link to sign up for a time slot: [LINK](#).

Interviews are available beginning March 21, Monday-Friday from 9am-4pm EST. If you have difficulty signing up through Calendly, please reply to this email with your preferred time.

If your preferred language is not English, or if you need any accessibility accommodations, please reply to this email stating your needs.

Once you sign up for an interview, we will follow up with a consent form and Zoom link. We value your privacy and want to create a space for people to share openly so that we may improve the complaint process. All your personal information will be kept securely and the information you share with us during the conversation will not have your name attached to it.

Please don't hesitate to email me with any questions or concerns you have about this research. I hope to speak with you soon.

Thank you,

[Name][HUD CX Signature]