



CUSTOMER  
EXPERIENCE

## ENGAGING WITH FHEO IN THE DISCRIMINATION COMPLAINT PROCESS SURVEY

We want to better understand your experience as it relates to the discrimination complaint process.

The survey takes 5 minutes to complete. All questions are **optional**.

Please contact [CX@hud.gov](mailto:CX@hud.gov) with any questions or concerns. This email is to support Customer Experience Feedback only. This mailbox is not for future use or customer support. For direct customer support not related to customer experience feedback, please contact [HUD customer service](#).

**OMB Control Number:**2511-0001

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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 time required to complete this information collection is estimated to average 5 minutes. All responses to this collection of information are voluntary. If you have comments or concerns regarding this collection, please contact [CX@hud.gov](mailto:CX@hud.gov)

## This interaction increased my trust in HUD.

- Thumbs up
- Thumbs down

## What about this interaction increased your trust in HUD? (Choose all that apply)

- The information on this site was useful
- It was easy to find what I needed
- I found what I needed on the site quickly
- I understood the information on the website
- Something else

## Why did this interaction not increase your trust in HUD? (Choose all that apply)

- The information on this site was not useful
- It was not easy to find what I needed
- It took a long time to find the information on the site
- I did not understand the information on the website
- Something else

I was satisfied with my experience interacting with HUD.

- Strongly Disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly Agree

I came to the FHEO website primarily to:

- File a housing discrimination complaint or learn about complaint process
- Get technical fair housing information (laws, regulations, and FHEO policy guidance)
- Get fair housing education
- Find contact information for FHEO staff
- Learn more about fair housing in general
- Other

How did you find the FHEO website?


- Search engine
- HUD.gov

<input type="radio"/> Landlord
<input type="radio"/> Lawyer
<input type="radio"/> HUD Employee
<input type="radio"/> Another government agency
<input type="radio"/> HUD or FHEO social media

I would describe myself primarily as:

<input type="radio"/> Property Resident/Renter
<input type="radio"/> Homeowner
<input type="radio"/> Person who is homeless/unsheltered
<input type="radio"/> Social Worker
<input type="radio"/> Legal Professional
<input type="radio"/> Fair Housing Initiatives Program (FHIP) Agency
<input type="radio"/> Fair Housing Assistance Program (FHAP) Agency
<input type="radio"/> Other Fair Housing or Civil Rights Professional

Where are you located?

- Select - 
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# How can we improve your experience on this website?

Finish

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