



## Housing Discrimination Complaint Website Survey

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

The survey takes 5 minutes to complete.

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)

→ Required

I came to the FHEO website primarily to:

<input type="radio"/> File a housing discrimination complaint or learn about complaint process
<input type="radio"/> Get technical fair housing information (laws, regulations, and FHEO policy guidance)
<input type="radio"/> Get fair housing education
<input type="radio"/> Find contact information for FHEO staff
<input type="radio"/> Learn more about fair housing in general
<input type="radio"/> Other

→ Required

I would describe myself primarily as:

<input type="radio"/> Property Resident/Renter
<input type="radio"/> Housing Provider
<input type="radio"/> Fair Housing Initiatives Program (FHIP) Agency

<input type="radio"/> Fair Housing Assistance Program (FHAP) Agency
<input type="radio"/> Private Attorney or Lawyer
<input type="radio"/> Other Fair Housing or Civil Rights Professional
<input type="radio"/> Other

→ Required

How did you find out about the FHEO discrimination complaint process?

<input type="radio"/> Website search
<input type="radio"/> Landlord recommendation
<input type="radio"/> Lawyer recommended
<input type="radio"/> HUD employee
<input type="radio"/> Other

→ Required

I trust HUD to address housing discrimination.

<input type="radio"/> Strongly Disagree
<input type="radio"/> Disagree
<input type="radio"/> Neither Agree nor Disagree
<input type="radio"/> Agree
<input type="radio"/> Strongly Agree

→ Required

How would you rate your experience on our website?

<input type="radio"/> ☆	<input type="radio"/> ☆	<input type="radio"/> ☆	<input type="radio"/> ☆	<input type="radio"/> ☆
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→ Required

What factors contributed to your rating? (choose all that apply)

<input type="checkbox"/> Time to find what I needed
<input type="checkbox"/> Usefulness of information

Ease of navigation

How can we improve your experience on our website? (optional)

Finish

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