



Housing 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.

Please contact 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

→ 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

How would you rate your experience with the services received from HUD?

☆	☆	☆	☆	☆
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→ Required

The investigation process was transparent and easy to understand.

<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

I was treated fairly during the investigation process.

<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

It was easy for me to follow the steps in HUD's discrimination complaint process.

<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

It took a reasonable amount to complete the discrimination complaint process.

<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

I feel that my needs during the discrimination process were met.

<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

The HUD employees I interacted with during the discrimination complaint process were helpful.

<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

How can we improve your experience? (optional)

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Finish

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