

December 2005

# FAIR HOUSING

## Annotated Complainant Survey



## **Annotated Complainant Survey**

A recent GAO report assessed the thoroughness of the process used by the Department of Housing and Urban Development (HUD) to resolve complaints of housing discrimination ([GAO-06-79](#)). As part of that study, GAO did a telephone survey, which is reproduced here, of a sample of complainants in housing discrimination cases that were investigated and closed by HUD's Office of Fair Housing and Equal Opportunity (FHEO) and state and local Fair Housing Assistance Program (FHAP) agencies from July 1 through December 31, 2004. A survey research firm under contract to GAO interviewed a random sample of 575 complainants to determine their levels of satisfaction with the thoroughness, fairness, timeliness, and outcomes of the complaint intake and investigation process.

Using HUD records, GAO mailed advance letters to and subsequently called the complainants of record in 1,517 eligible cases. The response rate was 38 percent, resulting in the 575 complete interviews. The sample was allocated proportionally across three types of case closures (administrative, conciliation without determination of cause, or a determination of no cause) and responsible agency (FHEO or FHAP). Results were weighted, or statistically adjusted, to make them representative of the entire population of 4,327 complaints closed in the 6-month period the sample covered. The fieldwork was conducted in May and June of 2005 in accordance with generally accepted government auditing standards.

The computer-assisted telephone interviewing questionnaire reproduced here is annotated with the unweighted number of actual respondents answering each question and the

weighted estimates of the percentages giving each answer. Because this survey was conducted with only a sample of the entire population, the results are subject to sampling error—that is, the natural variations that may arise because this sample was only one of any number of samples that could have been drawn to represent the same population. As a result, each of the percentage estimates is followed by a 95 percent confidence interval showing the range that would contain the true value for the actual population for 95 percent of the samples we could have drawn.

**GAO HUD Complainant Questionnaire**  
Survey final codebook

**Note: Weighted percentages follow each question. N indicates the number of actual respondents to a question. The 95 percent confidence interval, showing lower and upper bounds of the estimates, is in parentheses.**

**NOTE:**

1. Variable names are in bold type.
6. Questions were asked of all respondents unless indicated otherwise.
7. Italics denote automated fills from sample database or previous question in interview.

**Respnum** CATI respondent number (use to match with openends)

**Quota** Sample - cell quota

- 1 HUD Admin Closure
- 2 HUD Conciliate w/out cause
- 3 HUD No Cause
- 4 FHAP Admin Closure
- 5 FHAP Conciliate w/out cause
- 6 FHAP No Cause

**AAPOR** AAPOR disposition

- 1 Completed interview

**Intdate** Date of interview

**Spa** Language used for Interview

- 0 English
- 1 Spanish

**Rotate** Sample - flag for reading categories forward/reversed

- 1 Forward response categories
- 2 Reversed response categories

**Replic** Sample - replicate number

**Orgflag** Sample - flag for institutional call

- 0 Residential call
- 1 Institutional call

**Dupflag** Sample – flag for duplicate institutional cases

- 0 Unique case
- 1 Duplicate case

**DateClosedFiled** Sample – dateclosedfiled

**FHAPClosureDate** Sample – FHAPclosuredate

**HUDDateFiled** Sample – HUDdatefiled

**Responsibility** Sample - Responsibility

**Region2** Sample - region

**Statevlocal** Sample – statevlocal

- 0 Other than State
- 1 State

**FHAPName** Sample – FHAPname

**Issues1** Sample – issues1

**Issues2** Sample – issues2

**Bases** Sample – bases

**Office** Sample – Office

**ClosCat1** Sample – closcat1

**ClosCat2** Sample – closcat2

A. Initial contact:

DIALSCR Hello, I'm \_\_\_\_\_ with PA Consulting Group.  
I'm calling for \_\_\_\_\_

- 1 Continue interview in English
- 2 Continue interview in Spanish

**SCR\_A** I'm calling to learn about housing discrimination complaints on behalf of the U.S. Government Accountability Office, which is the research arm of Congress. I'm not selling anything, this is a brief government research study about housing discrimination complaints made to fair housing agencies. **N=575**

- 1 Named complainant available **96.9% (94.9–98.2)**
- 2 Correct number, but proxy suggested **3.2 (1.8–5.1)**
- 3 Incorrect number, referral obtained
- 4 Interview can't continue

D. Evaluate Proxy Complainant (Individual):

**SCR\_D** ASK THESE QUESTIONS: **N=19**

Are you sure \_\_\_\_\_*named complainant*\_\_\_\_\_ can't tell us more about these things?  
What's your relationship to \_\_\_\_\_*named complainant* \_\_\_\_\_?  
What role did you play in this complaint?  
What were some of the key events that took place during the investigation?  
What would you say the complaint was about? – Specify and compare with  
\_\_\_\_\_ *issue/basis* \_\_\_\_\_.

- 1 Proxy is adequate **100% (85.4–100)**
- 2 Proxy is NOT adequate

B. Read Introduction to Selected complainant:

**SCR\_B** I would like to ask you a few questions about your experiences with the complaint investigation process of the fair housing organizations you dealt with. For instance, what kind of contact you had with them, and how satisfied you were with the process. This survey is voluntary, but we'd really like your participation so we can understand how people see the complaint system, would that be OK? **N=575**

According to our records from The Department of Housing and Urban Development, or HUD, \_\_\_\_\_*you/named complainant*\_\_\_\_\_ brought a complaint about fair housing discrimination, which was last handled by \_\_\_\_\_*office*\_\_\_\_\_ and which ended in \_\_\_\_\_*month of closure*\_\_\_\_\_. Does that sound about right to you?

- 1 Yes **98.9% (97.6–99.6)**
- 2 No **1.1 (0.4–2.4)**

**SCR\_B** What part of what I just read do you remember differently?

**SCR\_B1A (openend)** Issue was not fair housing discrimination – Specify: \_\_\_\_\_

**SCR\_B1B (openend)** Investigating office/organization not as described – Specify: \_\_\_\_\_*office*  
(*typeover*)\_\_\_\_\_

**SCR\_B1C (openend)** Closure date not as described – Specify: \_\_\_\_\_

**SCR\_B2** IF CONCILIATION: Do you/named complainant still have any kind of ongoing relationship with the party you filed the complaint against, where they have to meet the terms of some kind of agreement? **N=207**

- 1 Respondent feels that there is **no** ongoing relationship – Continue with next screening question. (“Don’t Know” responses get coded as answer 1) **100% (98.6–100)**
- 2 Respondent feels that case **has** ongoing relationship - Probe to confirm, then terminate.

**SCR\_B3** FOR ALL: Do you have any ongoing legal procedures or litigation related to your complaint? **N=575**

- 1 Respondent feels that there is **no** further legal activity – Continue with Question 1. (Don’t know responses get coded here.) **100% (99.5–100)**
- 2 Respondent feels that case **has** ongoing legal activity – Probe to confirm, then terminate

C. Evaluate Institutional Respondent

IF RESPONDENT IS A REPRESENTATIVE OF AN ORGANIZATION:

**SCR\_IN1** According to our records, your organization was the complainant of record in this case. Did your organization carry out the intake process entirely on its own, or did you go through intake with HUD or another FHAP? **N=16**

- 1 Intake on own **74.3% (49.3– 91.2)**
- 2 With other organization **25.8 (8.8–50.7)**
- 5 Before 5/23

**SCR\_IN2** And did your organization conduct an investigation entirely on its own, or did you take the complaint to HUD or another FHAP to conduct the investigation? **N=16**

- 1 Investigation on own **5.5% (0.2–25.5)**
- 2 With other organization **94.5 (74.5–99.8)**
- 3 No investigation
- 5 Before 5/23

Decision rule:

	1-Investigation on own	2-Investigation w/ other	3-No investigation
1-Intake on own	Terminate now	Skip intake, Do investigation, Do conciliation: Go to section E and continue	Terminate now
2-Intake w/ other	Do Intake, Skip investigation, Do Conciliation: Go to section E and continue	Do all: Go to section E and continue	Do intake, Skip investigation, Do conciliation: Go to section E and continue

E. Identify Institutional Respondent:

IF RESPONDENT IS A REPRESENTATIVE OF AN ORGANIZATION:

**ORG1** Was your organization representing a specific individual who came to you with a problem, or did your organization originate this complaint and was acting on its own behalf? **N=33**

- 1 Representing an individual **15.8% (4.8–34.9)**
- 2 Own behalf **84.2 (65.1 – 95.3)**

**ORG2** 1. Representing an individual – READ: “The questions I’m going to ask you are written from the point of view of an individual, private complainant. When I ask you about your experiences with the fair housing organizations you dealt with, I’d like you to answer in terms of what your organization experienced during intake and investigation with the FHAP or HUD office you took that complaint to, and not what you think the impressions of the individual were, or their experiences with your organization when they first came to you with the complaint.”

Press any key to continue.

**ORG3** 2. Own behalf – READ: “The questions I’m going to ask you are written from the point of view of an individual, private complainant. I’d like you to answer in terms of what your organization went through during intake and investigation with the FHAP or HUD office you took that complaint to.”

Press any key to continue.

**INT** First, I’d like you to think back to when you first realized you had a housing discrimination issue.

Press any key to continue.



Q1 How did you first learn where to make a fair housing complaint?  
(DO NOT READ ANSWERS, CHECK ALL THAT APPLY)

**Q1\_1 1 Attorney/lawyer N=575**

	Percent	Lower and upper bounds
Mentioned	5.8%	3.9–8.3
Not mentioned	94.2	91.7–96.1

**Q1\_2 2 Bank/lender N=575**

	Percent	Lower and upper bounds
Mentioned	0.5%	0.1–1.3
Not mentioned	99.5	98.7–99.9

**Q1\_3 3 Brochure N=575**

	Percent	Lower and upper bounds
Mentioned	2.3%	1.1–4.2
Not mentioned	97.7	95.9–98.9

**Q1\_4 4 Church/faith-based group N=575**

	Percent	Lower and upper bounds
Mentioned	0.6%	0.2–1.4
Not mentioned	99.4	98.6–99.8

**Q1\_5 5 Fair housing organization N=575**

	Percent	Lower and upper bounds
Mentioned	10.8%	8.3–13.7
Not mentioned	89.2	86.3 – 91.7

**Q1\_6 6 Friend/neighbor/relative N=575**

	Percent	Lower and upper bounds
Mentioned	21.3%	17.6–25.0
Not mentioned	78.7	75.0–82.4

**Q1\_7 7 Government (Federal) agency (not HUD) N=575**

	Percent	Lower and upper bounds
Mentioned	5.3%	3.4–7.9
Not mentioned	94.7	92.1–96.7

**Q1\_8 8 Government (State) agency N=575**

	Percent	Lower and upper bounds
Mentioned	4.9%	3.1–7.4
Not mentioned	95.1	92.7–96.9

**Q1\_9 9 HUD N=575**

	Percent	Lower and upper bounds
Mentioned	12.8%	9.9–15.7
Not mentioned	87.2	84.3–90.1

**Q1\_10 10 Internet N=575**

	Percent	Lower and upper bounds
Mentioned	10.7%	8.0–13.9
Not mentioned	89.3	86.1–92.0

**Q1\_11 11 Landlord/apartment manager N=575**

	Percent	Lower and upper bounds
Mentioned	1.8%	0.9–3.4
Not mentioned	98.2	96.6–99.2

**Q1\_12 12 Legal aid N=575**

	Percent	Lower and upper bounds
Mentioned	2.3%	1.1–4.0
Not mentioned	97.7	96.0–98.9

**Q1\_13 13 Newspaper/magazine N=575**

	Percent	Lower and upper bounds
Mentioned	0.9%	0.4–1.5
Not mentioned	99.1	98.5–99.6

**Q1\_14 14 Print ad (e.g. billboard) N=575**

	Percent	Lower and upper bounds
Mentioned	1.9%	0.7–3.8
Not mentioned	98.2	96.2–99.3

**Q1\_15 15 Political/elected official N=575**

	Percent	Lower and upper bounds
Mentioned	1.1%	0.5–2.3
Not mentioned	98.9	97.7–99.6

**Q1\_16 16 Radio N=575**

	Percent	Lower and upper bounds
Mentioned	0.5%	0.1–1.8
Not mentioned	99.5	98.2–99.9

**Q1\_17 17 Realtor N=575**

	Percent	Lower and upper bounds
Mentioned	1.5%	0.6–3.1
Not mentioned	98.5	96.9–99.4

**Q1\_18 18 Telephone book N=575**

	Percent	Lower and upper bounds
Mentioned	5.4%	3.6–7.7
Not mentioned	94.7	92.3–96.4

**Q1\_19 19 Television N=575**

	Percent	Lower and upper bounds
Mentioned	2.2%	1.1–3.9
Not mentioned	97.8	96.1–98.9

**Q1\_20 20 Tenant association N=575**

	Percent	Lower and upper bounds
Mentioned	0.6%	0.1–2.0
Not mentioned	99.4	98.0–99.9

**Q1\_21 21 Other - SPECIFY: Q1 (openend) N=575**

	Percent	Lower and upper bounds
Mentioned	22.4%	18.7–26.2
Not mentioned	77.6	73.8–81.3

**N=575**

**Q2** Before you talked to anyone at a fair housing organization about your complaint, what did you expect from the fair housing process? I'm going to read you a list of things some people might expect. For each one, tell me whether that's something you thought the organization would do for you.

For Q2A to Q2H

- 1 Yes
- 2 No
- 7 Not applicable (NA)

**Q2A** The first one is: The fair housing organization would take your side in pursuing your complaint. Is that something you thought they would do? **N=563**

	Percent	Lower and upper bounds
Yes	58.0%	53.6–62.5
No	42.0	37.5–46.4

**Q2B** The organization would prevent the other party from taking immediate action against you while investigating the complaint? **N=546**

	Percent	Lower and upper bounds
Yes	53.9%	49.3–58.4
No	46.1	41.6–50.7

**Q2C** The organization would conduct an investigation? **N=571**

	Percent	Lower and upper bounds
Yes	94.9%	92.7–96.5
No	5.1	3.5–7.3

**Q2D** The organization would help you and the other party resolve your differences? **N=569**

	Percent	Lower and upper bounds
Yes	88.9%	85.8–91.6
No	11.1	8.5–14.2

**Q2E** The organization would help both sides equally? **N=559**

	Percent	Lower and upper bounds
Yes	79.7%	76.1–83.3
No	20.3	16.7–23.9

**Q2F** The organization would punish the violator? **N=557**

	Percent	Lower and upper bounds
Yes	65.9%	61.6–70.1
No	34.2	29.9–38.4

**Q2G** The organization would get you a financial award? **N=560**

	Percent	Lower and upper bounds
Yes	30.1%	25.9–34.3
No	69.9	65.7–74.1

**Q2H** Was there anything else you thought the organization would do? **N=569**

	Percent	Lower and upper bounds
Yes	50.1%	45.7–54.5
No	49.9	45.5–54.3

- 1 Yes
- 2 No
- 7 Not applicable (NA)

**Q2HO (openend)** (SPECIFY)

IF RESPONDENT IS REPRESENTATIVE OF AN ORGANIZATION:

IF INTAKE ON OWN (1<sup>ST</sup> SCREENER IN SECTION C =1) SKIP TO SCREENER BEFORE QN. 24

**Q3** After talking to a complainant or developing this complaint on your own, did your organization then go through the intake process with HUD or another FHAP or did you go directly into an investigation on a perfected complaint? **N=17**

- 1 Intake first **unreliable (5.2–57.2)**
- 2 Investigation **unreliable (42.8–94.9)**
- 4 After 5/23

NOTE: Q3 was taken off the survey May 23, and scr\_in1 and scr\_in2 were added.

**Q4** According to our records, you last worked with the \_\_office\_\_ on the details of your complaint. Did you contact any other organizations about your complaint before you started working with the \_\_office\_\_? **N=550**

- 1 Yes **22.8% (19.0–26.5)** CONTINUE
- 2 No **77.2 (73.5–81.0)** GO TO QN. 6

**Q5A (openend)** What was the name of the other organization that you spoke with about your complaint?

PROBE FOR ONE OR MORE NAMES, CAPTURE VERBATIM AND CODE EXACT ORGANIZATION NAMES AFTER INTERVIEW. RESPONDENT CAN SPECIFY MORE THAN ONE ORGANIZATION.

SPECIFY ORGANIZATION #1 NAME:

**Q5B** Were there any others? **N=129**

- 1 Yes **16.6% (10.6–24.2)**
- 2 No **83.4 (75.8–89.4)**

**Q5BO (openend)** SPECIFY ORGANIZATION #2 NAME:

- 1 Yes
- 2 No

**Q5C** Were there any others? **N=25**

- 1 Yes **21.5% (6.4–45.8)**
- 2 No **78.5 (54.2–93.7)**

**Q5CO (openend)** SPECIFY ORGANIZATION #3 NAME:

GO TO QN. 8

**Q6** IF DID NOT WORK WITH ANY OTHER ORGANIZATION:

After you first presented the details of your complaint to the office, did they ask you to sign a formal complaint form? **N=421**

- 1 Yes **90.1% (86.6–93.0)**
- 2 No **9.9 (7.1–13.4)**

SKIP TO QN. 11

**Q7** IF YES: Did you sign the complaint? **N=376**

- 1 Yes **98.5% (97.5–99.2)**
- 2 No **1.1 (0.5–2.0)**
- 8 DK **0.4 (0.1–1.1)**

(DO NOT READ)

GO TO QN. 11

**Q8** IF DID WORK WITH MORE THAN ONE ORGANIZATION:

After you first talked to the Qn5A and Qn5BO and Qn5CO about the details of your complaint, were you asked to sign a formal complaint form? **N=129**

- 1 Yes **48.3% (39.0–57.6)**
- 2 No **42.1 (32.7–51.4)**
- 8 DK **9.6 (4.5–17.7)**

(DO NOT READ)

**Q9** IF YES: Did you sign the complaint? **N=77**

- 1 Yes **83.5% (71.1–92.2)**
- 2 No **6.4 (1.7–15.8)**
- 8 DK **10.1 (3.4–21.9)**

(DO NOT READ)

**Q10** IF YES: Which organization had you sign the complaint form? (IF ONLY ONE OTHER ORGANIZATION, INTERVIEWER CAN CODE WITHOUT ASKING) **N=13**

SPECIFY: \_\_\_\_\_

	Percent	Lower and upper bounds
Other organization 1	unreliable	20.0–82.7
Other organization 2	unreliable	13.0–13.6
Other organization 3	7.5	0.2–35.0

INT2 Now, I have a few questions about your experiences with any and all of the fair housing organizations that you worked with, from the time you first presented your complaint until you signed a formal complaint form, [IF DID NOT SIGN A COMPLAINT FORM: Or, since you didn't sign that form, until your case went to the investigation phase, or it ended.]

Press any key to continue.

**Q11** The first time you tried to call or visit the fair housing organization where you provided details of your complaint, how hard or easy was it to reach someone? Was it very hard, somewhat hard, neither hard nor easy, somewhat easy, or very easy? (ROTATE ANSWERS) **N=531**

- 1 Very hard **16.7% (13.3–20.1)**
- 2 Somewhat hard **13.5 (10.4–17.1)**
- 3 Neither **7.1 (4.8–10.0)**
- 4 Somewhat easy **22.2 (18.4–26.0)**
- 5 Very easy **39.5 (35.0–44.0)**
- 7 NA (DO NOT READ)
- 8 DK **1.1 (0.3–2.7)** (DO NOT READ)

**Q12** If you ever had to call the organization back with a question or to give additional information, how hard or easy was it to contact the right person when you called back? Was it very hard, somewhat hard, neither hard nor easy, somewhat easy, or very easy? Or did you not have to do that? (ROTATE ANSWERS) **N=511**

- 1 Very hard **18.6% (14.9–22.2)**
- 2 Somewhat hard **14.9 (11.6–18.8)**
- 3 Neither **6.0 (3.9–8.9)**
- 4 Somewhat easy **19.7 (16.0–23.3)**
- 5 Very easy **39.1 (34.5–43.6)**
- 7 N/A-didn't call (DO NOT READ)
- 8 DK **1.8 (0.7–3.6)** (DO NOT READ)

**Q13** How well or poorly did staff at the fair housing organization explain the length of time each step in the fair housing process would take? Would you say they did an excellent, good, fair, or poor job at explaining this? (ROTATE ANSWERS) **N=516**

- 1 Excellent **30.8% (26.7–34.9)**
- 2 Good **26.2 (22.1–30.4)**
- 3 Fair **16.6 (13.1–20.2)**
- 4 Poor **24.3 (20.4–28.3)**
- 7 NA (DO NOT READ)
- 8 DK **2.0 (1.0–3.7)** (DO NOT READ)

**Q14** And how well or poorly did staff at the fair housing organization explain the complaint and investigation process? (ROTATE ANSWERS) **N=524**

- 1 Excellent **28.0% (24.0–32.0)**
- 2 Good **29.8 (25.6–34.0)**
- 3 Fair **18.4 (14.7–22.0)**
- 4 Poor **22.6 (18.7–26.5)**
- 7 NA (DO NOT READ)
- 8 DK **1.2 (0.5–2.6)** (DO NOT READ)

**Q15** Did staff at the fair housing organization tell you whether or not they could help you resolve your differences with the other party? **N=542**

- 1 Yes **52.7% (48.4–57.0)**
- 2 No **44.6 (40.2–48.8)**
- 7 NA (DO NOT READ)
- 8 DK **2.7 (1.6–4.5)** (DO NOT READ)

**Q16** If you asked the organization to take immediate action to prevent you from losing a housing opportunity before an investigation was done, did they attempt to do this? **N=380**

- 1 Yes **25.6% (21.3–30.0)**
- 2 No **69.4 (64.7–74.0)**
- 7 N/A (DO NOT READ)
- 8 DK **5.0 (2.9–7.9)** (DO NOT READ)

**Q17** Did the staff at the fair housing organization ask you questions in order to understand what happened between you and the other party? **N=548**

- 1 Yes **81.0% (77.4–84.7)**
- 2 No **17.7 (14.1–21.2)**
- 7 N/A (DO NOT READ)
- 8 DK **1.3 (0.4–3.0)** (DO NOT READ)

Q18 How quickly or slowly did the fair housing organization do each of the following? (ROTATE ANSWERS)

From your perspective, did they do this very quickly, somewhat quickly, neither quickly nor slowly, somewhat slowly, or very slowly? Or did you not ask them any questions?

For Q18A to Q18C

- 1 Very quickly
- 2 Somewhat quickly
- 3 Neither
- 4 Somewhat slowly
- 5 Very slowly
- 7 N/A
- 8 DK

(DO NOT READ)

(DO NOT READ)

**Q18A** Get back to you with answers to your questions, if you had any? **N=508**

	Percent	Lower and upper bounds
Very quickly	29.6%	25.5–33.7
Somewhat quickly	25.2	21.1–29.2
Neither	10.3	7.6–13.5
Somewhat slowly	17.4	13.6–21.1
Very slowly	16.9	13.4–20.4
Don't know	0.8	0.2–2.1

**Q18B** Ask you to sign a complaint form after you first talked with them? Or did they not ask you to sign a complaint form? **N=516**

	Percent	Lower and upper bounds
Very quickly	42.1%	37.5–46.7
Somewhat quickly	26.5	22.3–30.6
Neither	12.5	9.5–16.0
Somewhat slowly	8.6	6.1–11.6
Very slowly	7.3	4.9–10.4
Don't know	3.1	1.8–5.0

**Q18C** Make a decision on whether your case would be investigated as a fair housing complaint? **N=529**

	Percent	Lower and upper bounds
Very quickly	32.8%	28.5–37.0
Somewhat quickly	29.5	25.2–33.7
Neither	9.2	6.7–12.4
Somewhat slowly	12.7	9.7–16.2
Very slowly	13.1	10.1–16.5
Don't know	2.8	1.6–4.6



Q19 How \_\_\_\_\_ did you find the staff at the fair housing organization:

Did you find them very courteous, somewhat courteous, not very courteous, or not at all courteous? (ROTATE ANSWERS)

For Q19A to Q19H

- 1 Very
- 2 Somewhat
- 3 Not very
- 4 Not at all
- 7 NA
- 8 DK

(DO NOT READ)

(DO NOT READ)

**Q19A Courteous N=537**

	Percent	Lower and upper bounds
Very courteous	62.7%	58.3–67.0
Somewhat courteous	21.2	17.5–25.0
Not very courteous	6.6	4.3–9.5
Not at all courteous	8.7	6.3–11.7
Don't know	0.8	0.4–1.5

**Q19B Helpful N=539**

	Percent	Lower and upper bounds
Very helpful	47.9%	43.5–52.3
Somewhat helpful	24.2	20.3–28.1
Not very helpful	10.2	7.4–13.5
Not at all helpful	15.9	12.6–19.2
Don't know	1.8	0.9–3.5

**Q19C Knowledgeable N=534**

	Percent	Lower and upper bounds
Very knowledgeable	49.4%	45.0–53.7
Somewhat knowledgeable	26.6	22.5–30.7
Not very knowledgeable	10.2	7.5–13.4
Not at all knowledgeable	9.8	7.1–13.0
Don't know	4.1	2.4–6.5

**Q19D Understandable N=538**

	Percent	Lower and upper bounds
Very understandable	51.8%	47.4–56.1
Somewhat understandable	26.1	22.2–30.1
Not very understandable	7.4	5.0–10.4
Not at all understandable	13.7	10.6–17.3
Don't know	1.0	0.5–2.0

**Q19E Thorough N=533**

	Percent	Lower and upper bounds
Very thorough	43.7%	39.5–47.9
Somewhat thorough	22.6	18.7–26.4
Not very thorough	11.5	8.6–15.0
Not at all thorough	20.0	16.4–23.7
Don't know	2.2	1.2–3.7

**Q19F** Interested in your complaint **N=541**

	Percent	Lower and upper bounds
Very interested	48.8%	44.5–53.2
Somewhat interested	22.9	19.1–26.7
Not very interested	9.4	6.9–12.5
Not at all interested	18.3	14.8–21.9
Don't know	0.5	0.1–1.5

**Q19G** Respectful **N=539**

	Percent	Lower and upper bounds
Very respectful	61.8%	57.5–66.1
Somewhat respectful	22.9	19.1–26.8
Not very respectful	6.3	4.2–9.1
Not at all respectful	8.4	6.0–11.4
Don't know	0.6	0.1–1.4

**Q19H** Impartial **N=531**

	Percent	Lower and upper bounds
Very impartial	51.9%	47.4–56.4
Somewhat impartial	23.3	19.4–27.1
Not very impartial	6.0	4.0–8.6
Not at all impartial	15.1	11.8–18.5
Don't know	3.7	2.2–5.9

**Q20** After you presented the details of your complaint [and signed a complaint form], did you receive a letter from a fair housing organization telling you whether or not they would pursue your case with an investigation? **N=550**

- |   |                              |                      |
|---|------------------------------|----------------------|
| 1 | Yes <b>85.6% (82.5–88.8)</b> | SKIP TO QN. 22       |
| 2 | No <b>14.4 (11.2–17.5)</b>   | CONTINUE WITH QN. 21 |

**Q21** Did you ever receive any notification that a fair housing organization would pursue your case? **N=84**

- |   |                              |                |
|---|------------------------------|----------------|
| 1 | Yes <b>32.3% (21.7–44.4)</b> | CONTINUE       |
| 2 | No <b>67.7 (55.7–78.3)</b>   | SKIP TO QN. 23 |

**Q22** How satisfied were you with the way the organization explained its decision to pursue your case or not? Very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied? (ROTATE ANSWERS) **N=491**

- |    |   |               |
|----|---|---------------|
| 1  | Very satisfied <b>46.0% (41.4–50.6)</b>                 |               |
| 2  | Somewhat satisfied <b>19.8 (15.9–23.7)</b>              |               |
| 3  | Neither satisfied nor dissatisfied <b>5.4 (3.4–8.2)</b> |               |
| 4  | Somewhat dissatisfied <b>5.0 (3.3–7.3)</b>              |               |
| 5  | Very dissatisfied <b>22.7 (18.7–26.7)</b>               |               |
| -7 | N/A   | (DO NOT READ) |
| -8 | Don't know <b>1.1 (0.3–2.6)</b>                         | (DO NOT READ) |

**Q23** Overall, thinking about everything that happened from when you first contacted a fair housing organization to provide the details of your complaint [up to signing a complaint form], how satisfied were you with this first step in the complaint process? Very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied? (ROTATE ANSWERS) **N=549**

- 1 Very satisfied **46.2% (41.8- 50.6)**
- 2 Somewhat satisfied **24.8 (20.8–28.7)**
- 3 Neither satisfied nor dissatisfied **4.8 (2.9–7.5)**
- 4 Somewhat dissatisfied **6.3 (4.4–8.7)**
- 5 Very dissatisfied **17.3 (13.8–20.8)**
- 7 N/A (DO NOT READ)
- 8 Don't know **0.6 (0.2–1.5)** (DO NOT READ)

IF RESPONDENT IS REPRESENTATIVE OF AN ORGANIZATION:  
 IF INVESTIGATION ON OWN, OR NO INVESTIGATION (2ND SCREENER IN SECTION C =1 or 3), SKIP TO QN. 37

**Q24** Did a fair housing organization conduct an investigation? That is, did they pursue your case after getting the details from you? **N=560**

- 1 Yes **65.8% (61.5–70.1)** CONTINUE
- 2 No, prompt to make sure **28.3 (24.3–32.4)** SKIP TO QN. 37
- 8 DK, prompt to make sure **5.9 (3.9–8.5)** SKIP TO QN. 37

NOTE: Q3 skipped Complainants to Q25 before it was taken off the survey May 23. The new screeners skipped to Q24, which is why the N for Q24 is 14 cases lower than the rest of the investigation questions.

**Q25** Did staff at the fair housing organization tell you the name of the person who would investigate your case? **N=375**

- 1 Yes **83.2% (78.6–87.2)**
- 2 No **12.1 (8.8–16.1)**
- 7 N/A (DO NOT READ)
- 8 DK **4.7 (2.5–8.0)** (DO NOT READ)

**Q26** Now let's talk about the investigation process. By this I mean what happened after you signed a formal complaint form and it became an official fair housing discrimination complaint, and an investigator began to look into the details of your complaint.

During the investigation of your case, what methods did you and the fair housing investigator use to communicate? (CHECK ALL THAT APPLY; DO NOT READ.)

**Q26\_1** 1 Telephone **N=375**

	Percent	Lower and upper bounds
Mentioned	87.9%	83.5–91.4
Not mentioned	12.1	8.6–16.5

**Q26\_2 2 In person N=375**

	Percent	Lower and upper bounds
Mentioned	32.2%	27.1–37.4
Not mentioned	67.8	62.6–72.9

**Q26\_3 3 Mail N=375**

	Percent	Lower and upper bounds
Mentioned	54.6	49.2 – 60.0
Not mentioned	45.4	40.0 – 50.8

**Q26\_4 4 E-mail N=375**

	Percent	Lower and upper bounds
Mentioned	8.1	5.4 – 11.6
Not mentioned	91.9	88.4 – 94.6

**Q26\_5 5 Fax N=375**

	Percent	Lower and upper bounds
Mentioned	9.2	6.5 – 12.5
Not mentioned	90.8	87.5 – 93.5

**Q26\_6 6 Other method (SPECIFY): Q26 (openend) N=375**

	Percent	Lower and upper bounds
Mentioned	2.5	0.9 – 5.5
Not mentioned	97.5	94.5 – 99.1

**Q27** How hard or easy was it to get in touch with the investigator? Was it very hard, somewhat hard, neither hard nor easy, somewhat easy, or very easy? (ROTATE ANSWERS) **N=362**

- 1 Very hard **11.9 (8.5 – 16.1)**
- 2 Somewhat hard **13.6 (10.0 – 17.7)**
- 3 Neither **8.8 (5.8 – 12.6)**
- 4 Somewhat easy **20.6 (16.0 – 25.3)**
- 5 Very easy **44.7 (39.4 – 50.0)**
- 7 NA (DO NOT READ)
- 8 DK **0.4 (0.1 – 1.2)** (DO NOT READ)

**Q28** How satisfied or dissatisfied were you with the amount of contact you had with the investigator? (ROTATE ANSWERS) **N=369**

- 1 Very satisfied **45.8 (40.6 – 51.0)**
- 2 Somewhat satisfied **17.0 (13.0 – 21.0)**
- 3 Neither satisfied nor dissatisfied **5.6 (3.4 – 8.7)**
- 4 Somewhat dissatisfied **13.9 (10.1 – 18.4)**
- 5 Very dissatisfied **17.4 (13.2 – 21.6)**
- 7 N/A (DO NOT READ)
- 8 Don't know **0.4 (0.1 – 1.2)** (DO NOT READ)

**Q29** How hard or easy was it to understand any information that investigators provided you? Was it very hard, somewhat hard, neither hard nor easy, somewhat easy, or very easy to understand? (ROTATE ANSWERS) **N=360**

- 1 Very hard **8.7 (5.7 – 12.7)**
- 2 Somewhat hard **12.7 (9.0 – 17.2)**
- 3 Neither **6.0 (3.9 – 8.8)**
- 4 Somewhat easy **20.8 (16.3 – 25.4)**
- 5 Very easy **51.6 (46.1 – 57.0)**
- 7 NA (DO NOT READ)
- 8 DK **0.1 (0.0 – 0.6)** (DO NOT READ)

**Q30** How well or poorly did the investigator keep you informed about the progress of your case during the investigation? Would you say the investigator did an excellent, good, fair, or poor job at this? (ROTATE ANSWERS) **N=375**

- 1 Excellent **32.0 (27.3 – 36.6)**
- 2 Good **22.0 (17.6 – 26.3)**
- 3 Fair **18.5 (14.2 – 22.9)**
- 4 Poor **24.3 (19.7 – 29.0)**
- 8 DK **3.2 (1.4 – 6.2)** (DO NOT READ)

**Q31** Were you notified when your case was closed? **N=375**

- 1 Yes **91.5 (87.9 – 94.3)** CONTINUE
- 2 No **8.5 (5.7 – 12.1)** SKIP TO QN. 32

**Q31A** How were you notified? (DO NOT READ ANSWERS)

**Q31A\_1 1 Mail N=341**

	Percent	Lower and upper bounds
Mentioned	89.3	85.9 – 92.1
Not mentioned	10.7	7.9 – 14.1

**Q31A\_2 2 In person N=341**

	Percent	Lower and upper bounds
Mentioned	8.2	5.5 – 11.7
Not mentioned	91.8	88.3 – 94.5

**Q31A\_3 3 E-Mail N=341**

	Percent	Lower and upper bounds
Mentioned		
Not mentioned	100	99.1 – 100

**Q31A\_4 4 Telephone N=341**

	Percent	Lower and upper bounds
Mentioned	22.0	17.8 – 26.2
Not mentioned	78.0	73.8 – 82.2

**Q31A\_5 5 Fax N=341**

	Percent	Lower and upper bounds
Mentioned	0.9	0.3 – 1.8
Not mentioned	99.1	98.2 – 99.7

**Q31A 6 6 Other (SPECIFY): Q31 (openend) N=341**

	Percent	Lower and upper bounds
Mentioned	0.4	0.1 – 0.9
Not mentioned	99.6	99.1 – 99.9

**Q31A 7 -8 DK N=341**

	Percent	Lower and upper bounds
Mentioned	0.3	0.1 – 1.0
Not mentioned	99.7	99.0 – 100

**Q32** After your case was closed, were you told about any options you may have left to further consider your complaint? **N=349**

- 1 Yes **46.3 (40.7 – 51.9)**
- 2 No **53.7 (48.1 – 59.3)**
- 7 N/A

**Q33** How quickly or slowly did the investigating organization do each of the following? (ROTATE ANSWERS)

From your perspective, would you say they did this very quickly, somewhat quickly, neither quickly nor slowly, somewhat slowly, or very slowly?

For Q33A to Q33C

- 1 Very quickly
- 2 Somewhat quickly
- 3 Neither
- 4 Somewhat slowly
- 5 Very slowly
- 7 N/A (DO NOT READ)
- 8 DK (DO NOT READ)

**Q33A** Contact you to start the investigation after you were notified that your complaint would be investigated? **N=367**

	Percent	Lower and upper bounds
Very quickly	36.9	31.6 – 42.1
Somewhat quickly	27.6	22.8 – 32.5
Neither	14.1	10.4 – 18.5
Somewhat slowly	11.8	8.5 – 15.7
Very slowly	8.4	5.4 – 12.3
Don't know	1.3	0.5 – 2.7

**Q33B** Respond to any questions or requests you had? **N=361**

	Percent	Lower and upper bounds
Very quickly	43.4	38.2 – 48.7
Somewhat quickly	23.6	18.9 – 28.2
Neither	10.9	7.6 – 15.0
Somewhat slowly	9.1	6.2 – 12.8
Very slowly	12.7	9.0 – 17.2
Don't know	0.3	0.1 – 1.1

**Q33C** Complete the investigation on your complaint? **N=362**

	Percent	Lower and upper bounds
Very quickly	33.8	28.6 – 38.9
Somewhat quickly	23.9	19.2 – 28.6
Neither	10.4	7.3 – 14.3
Somewhat slowly	15.7	11.7 – 20.5
Very slowly	13.3	9.8 – 17.6
Don't know	2.9	1.3 – 5.4

Q34 How well or poorly did the investigating organization do each of the following?  
Would you say they did an excellent, good, fair, or poor job at this? (ROTATE ANSWERS)

For Q34A to Q34E

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 8 DK

(DO NOT READ)

**Q34A** The first one is: listen to you. **N=375**

	Percent	Lower and upper bounds
Excellent	39.4	34.4 – 44.4
Good	19.8	15.7 – 23.9
Fair	17.8	13.5 – 22.1
poor	20.6	16.1 – 25.1
Don't know	2.4	0.9-5.1

**Q34B** Investigate the evidence in your case. **N=375**

	Percent	Lower and upper bounds
Excellent	27.9	23.5 – 32.4
Good	19.5	15.3 – 23.7
Fair	13.8	10.2 -18.0
poor	30.6	25.7 – 35.4
Don't know	8.3	5.5 – 11.9

**Q34C** Interview your witnesses. **N=375**

	Percent	Lower and upper bounds
Excellent	19.0	15.0 – 22.9
Good	11.2	7.9 – 15.2
Fair	7.0	4.6 – 10.1
poor	30.3	25.4 – 35.2
Don't know	32.6	27.6 – 37.6

**Q34D** Ask you for documents related to your case. **N=375**

	Percent	Lower and upper bounds
Excellent	34.3	29.4 – 39.2
Good	22.8	18.2 – 27.5
Fair	14.3	10.8 – 18.4
poor	17.2	13.1 – 22.0
Don't know	11.3	8.1 – 15.2

**Q34E** Explain the process for investigating fair housing complaints. **N=375**

	Percent	Lower and upper bounds
Excellent	33.0	28.3 – 37.7
Good	25.2	20.5 – 29.9
Fair	20.5	16.0 – 25.0
poor	15.2	11.4 – 19.7
Don't know	6.1	3.8 – 9.3

**Q35** How \_\_\_\_\_ did you find the staff who investigated your case:

Did you find them very courteous, somewhat courteous, not very courteous or not at all courteous? (ROTATE ANSWERS)

For Q35A to Q35H

- 1 Very
- 2 Somewhat
- 3 Not very
- 4 Not at all
- 7 NA
- 8 DK

(DO NOT READ)

(DO NOT READ)

**Q35A** Courteous **N=368**

	Percent	Lower and upper bounds
Very courteous	62.0	56.9 – 67.2
Somewhat courteous	21.0	16.6 – 25.3
Not very courteous	6.9	4.2 – 10.7
Not at all courteous	8.5	5.6 – 12.3
Don't know	1.6	0.4 – 4.4

**Q35B** Helpful **N=367**

	Percent	Lower and upper bounds
Very helpful	48.9	43.7 – 54.1
Somewhat helpful	22.5	17.9 – 27.1
Not very helpful	11.6	8.2 – 15.9
Not at all helpful	16.1	12.2 – 20.7
Don't know	0.9	0.1 – 3.1

**Q35C** Knowledgeable **N=368**

	Percent	Lower and upper bounds
Very knowledgeable	54.9	49.5 – 60.2
Somewhat knowledgeable	21.8	17.4 – 26.3
Not very knowledgeable	9.6	6.5 – 13.5
Not at all knowledgeable	10.1	6.8 – 14.2
Don't know	3.6	1.8 – 6.5



**Q35D Understandable N=368**

	Percent	Lower and upper bounds
Very understandable	54.8	49.6 – 60.1
Somewhat understandable	20.5	16.2 – 24.9
Not very understandable	9.8	6.6 – 13.7
Not at all understandable	12.3	8.7 – 16.8
Don't know	2.6	1.1 – 5.1

**Q35E Thorough N=367**

	Percent	Lower and upper bounds
Very thorough	45.8	40.8 – 50.9
Somewhat thorough	21.0	16.5 – 25.4
Not very thorough	11.8	8.4 – 16.0
Not at all thorough	18.8	14.4 – 23.2
Don't know	2.6	1.2 – 4.8

**Q35F Interested in your complaint N=369**

	Percent	Lower and upper bounds
Very interested	50.5	45.2 – 55.7
Somewhat interested	23.1	18.6 – 27.6
Not very interested	10.2	7.0 – 14.2
Not at all interested	13.5	9.8 – 17.9
Don't know	2.8	1.2 – 5.6

**Q35G Respectful N=368**

	Percent	Lower and upper bounds
Very respectful	62.6	57.4 – 67.7
Somewhat respectful	20.1	15.8 – 24.4
Not very respectful	6.2	3.5 – 10.0
Not at all respectful	9.3	6.1 – 13.4
Don't know	1.8	0.6 – 4.2

**Q35H Impartial N=367**

	Percent	Lower and upper bounds
Very impartial	50.9	45.6 – 56.3
Somewhat impartial	21.2	16.9 – 26.0
Not very impartial	8.6	5.6 – 12.4
Not at all impartial	16.6	12.6-21.4
Don't know	2.7	1.3 – 4.8

**Q36** Overall, how satisfied were you with how the investigation was conducted? Very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied? (ROTATE ANSWERS) **N=369**

- 1 Very satisfied **37.4 (32.6 – 42.2)**
- 2 Somewhat satisfied **18.0 (13.7 – 22.3)**
- 3 Neither satisfied nor dissatisfied **4.5 (2.6 – 7.1)**
- 4 Somewhat dissatisfied **10.5 (7.4 – 14.3)**
- 5 Very dissatisfied **29.2 (24.4 – 34.0)**
- 7 N/A (DO NOT READ)
- 8 Don't know **0.5 (0.1 – 1.2)** (DO NOT READ)

**Q37** The next set of questions is about any attempts to resolve the differences between you and the other party. Fair housing organizations or other groups might suggest that the two parties try to settle the complaint with an agreement. This could have happened at any time after you first presented the details of your complaint.

Did anyone from a fair housing organization suggest that you and the other party should try to work out your differences on your own? **N=566**

- 1 Yes **26.0 (22.1 – 29.9)**
- 2 No **74.0 (70.1 – 77.9)**
- 7 NA

**Q38** Did anyone from a fair housing organization offer to work with you and the other party to find a way to resolve your differences? **N=575**

- 1 Yes **42.4 (38.4 – 46.4)**
- 2 No **57.6 (53.6 – 61.6)** SKIP TO QN. 41

**Q39** Did you agree to work with anyone from that organization to resolve your differences with the other party? **N=239**

- 1 Yes **86.7 (81.4 – 91.0)** CONTINUE
- 2 No **13.3 (9.0 – 18.6)** SKIP TO QN. 41
- 7 N/A SKIP TO QN. 41

**Q40** Did you and the other party come to an agreement with the help of that organization? **N=205**

- 1 Yes **63.5 (57.1 – 70.0)** SKIP TO QN. 44
- 2 No **36.5 (30.0 – 43.0)** CONTINUE

**Q41** Did anyone at any other organization work with you and the other party to help you resolve your differences? **N=442**

- 1 Yes **12.2 (8.9 – 16.1)** CONTINUE
- 2 No **87.8 (83.9 – 91.1)** SKIP TO QN. 43

**Q42** Did you and the other party come to an agreement with the help of that other organization? **N=49**

- 1 Yes **35.2 (20.8 – 51.9)** SKIP TO QN. 44
- 2 No **64.8 (48.1 – 79.2)** CONTINUE

**Q43** Did you and the other party come to an agreement on your own, without the involvement of any other organization? **N=426**

- 1 Yes **10.7 (7.8 – 14.3)** CONTINUE
- 2 No **89.3 (85.8 – 92.2)** SKIP TO QN. 47

**Q44** Did the agreement that resolved your differences require the other party to do anything that directly affected you? **N=196**

- 1 Yes **62.0 (54.8 – 69.1)**
- 2 No **38.0 (30.9 – 45.2)**

CONTINUE  
SKIP TO QN. 46

**Q45** Did the other party comply with the terms of that agreement that directly affected you? **N=122**

- 1 Yes **92.1 (85.9 – 96.1)**
- 2 No **7.9 (3.9 – 14.1)**

**Q46** How satisfied or dissatisfied were you with the terms of the agreement between you and the other party? Very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied? (ROTATE ANSWERS) **N=196**

- 1 Very satisfied **38.8 (31.7 – 45.9)**
- 2 Somewhat satisfied **33.8 (26.9 – 40.8)**
- 3 Neither satisfied nor dissatisfied **3.5 (1.3 – 7.6)**
- 4 Somewhat dissatisfied **6.8 (3.8 – 11.2)**
- 5 Very dissatisfied **17.0 (11.6 – 23.7)**
- 7 N/A
- 8 Don't know

(DO NOT READ)  
(DO NOT READ)

**Q47** How quickly or slowly did the attempt to settle or resolve your case go? From your perspective, was it very quickly, somewhat quickly, neither quickly nor slowly, somewhat slowly, or very slowly? **N=548**

- 1 Very quickly **24.9 (21.1 – 28.7)**
- 2 Somewhat quickly **21.2 (17.5 – 24.8)**
- 3 Neither **12.5 (9.5 – 15.9)**
- 4 Somewhat slowly **11.6 (8.8 – 14.9)**
- 5 Very slowly **27.3 (23.4 – 31.3)**
- 7 N/A
- 8 DK **2.6 (1.3 – 4.5)**

(DO NOT READ)  
(DO NOT READ)

**Q48** To what extent did you feel pressure to resolve your case? To a great extent, some extent, little extent, or no extent? (ROTATE ANSWERS) **N=561**

- 1 Great extent **32.4 (28.2 – 36.6)**
- 2 Some extent **15.1 (12.0 – 18.2)**
- 3 Little extent **5.6 (3.8 – 7.9)**
- 4 No extent **45.5 (41.0 – 50.0)**
- 7 NA
- 8 DK **1.4 (0.5 – 3.0)**

(DO NOT READ)  
(DO NOT READ)

Q49 IF "LITTLE EXTENT" OR HIGHER: Which of the following possible reasons explain why you felt pressure to resolve your case? Please answer yes or no to each reason.

For Q49A to Q49G

- 1 Yes
- 2 No
- 7 NA (DO NOT READ)
- 8 DK (DO NOT READ)

**Q49A** The first one is: I thought there was too much of a chance that I might lose? **N=305**

	Percent	Lower and upper bounds
Yes	42.6	36.5 – 48.6
No	56.6	50.5 – 62.7
Don't know	0.8	0.1 – 3.4

**Q49B** I feared being evicted from the place I was living at the time? **N=297**

	Percent	Lower and upper bounds
Yes	46.8	40.6 – 53.0
No	53.2	47.1 – 59.4
Don't know		

**Q49C** I did not feel that the staff handling my case was handling it very well? **N=305**

	Percent	Lower and upper bounds
Yes	53.0	47.2 – 59.0
No	45.3	39.5 – 51.2
Don't know	1.6	0.4 – 4.5

**Q49D** Someone from a fair housing organization told me that I had a weak case? **N=306**

	Percent	Lower and upper bounds
Yes	22.9	17.8 – 28.0
No	76.9	71.8 – 82.0
Don't know	0.3	0.0 – 1.2

**Q49E** Someone from a fair housing organization told me to settle? **N=308**

	Percent	Lower and upper bounds
Yes	27.8	22.6 – 33.0
No	72.0	66.7 – 77.2
Don't know	0.2	0.0 – 1.0

**Q49F** I felt pressure to resolve my case because of financial reasons? **N=309**

	Percent	Lower and upper bounds
Yes	37.6	31.7 – 43.4
No	62.5	56.6 – 68.3
Don't know		

**Q49G** Were there any other reasons? (SPECIFY: **Q49G (openend)**) **N=309**

	Percent	Lower and upper bounds
Yes	55.3	49.2 – 61.3
No	44.7	38.7 – 50.8
Don't know		

**Q50** The last few questions are on how you feel about the outcome of your complaint and the overall process you went through.

Aside from how the process went, how satisfied or dissatisfied were you with the outcome of your case – in other words, the final decision that was made? Very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied?

(ROTATE ANSWERS) **N=565**

- 1 Very satisfied **22.2 (19.1 – 25.2)**
- 2 Somewhat Satisfied **14.3 (11.4 – 17.3)**
- 3 Neither satisfied nor dissatisfied **4.2 (2.6 – 6.3)**
- 4 Somewhat dissatisfied **7.7 (5.5 – 10.4)**
- 5 Very dissatisfied **50.8 (47.0 – 54.6)**
- 7 N/A (DO NOT READ)
- 8 Don't know **0.9 (0.3 – 2.2)** (DO NOT READ)

**Q51** And how satisfied or dissatisfied were you with the whole process – how the complaint was handled by the fair housing agencies from the time you first presented your complaint, through investigation, and any attempts to come to an agreement? (ROTATE ANSWERS) **N=573**

- 1 Very satisfied **26.4 (23.1 – 29.7)**
- 2 Somewhat Satisfied **17.6 (14.1 – 21.0)**
- 3 Neither satisfied nor dissatisfied **4.5 (2.9 – 6.5)**
- 4 Somewhat dissatisfied **13.1 (10.0 – 16.1)**
- 5 Very dissatisfied **37.6 (33.6 – 41.6)**
- 7 N/A (DO NOT READ)
- 8 Don't know **0.9 (0.2 – 2.4)** (DO NOT READ)

**Q52** Based on your experiences, how likely would you be to file a fair housing complaint with the same fair housing organization if you experienced discrimination or were harmed by discrimination again? Would you be very likely, somewhat likely, about as likely as not, somewhat unlikely, or very unlikely to do this again? (ROTATE ANSWERS) **N=575**

- 1 Very likely **47.4 (43.3 – 51.5)**
- 2 Somewhat likely **9.5 (7.0 – 12.5)**
- 3 About as likely as not **2.8 (1.6 – 4.6)**
- 4 Somewhat unlikely **8.2 (5.8 – 11.2)**
- 5 Very unlikely **29.9 (26.0 – 33.9)**
- 7 N/A (DO NOT READ)
- 8 Don't know **2.2 (1.2 – 3.9)** (DO NOT READ)

**VER** I'd like to verify the spelling of your name.

- 1 *Complainant 1*
- 2 *Complainant 2*
- 3 *Complainant 3*
- 4 *Complainant' 4*
- 5 Proxy/representative [Please Specify]

**CONTACT1** For quality assurance purposes, would you mind if the GAO contacted you in the future to discuss this interview? **N=575**

- 1 Yes (also collect best phone number) **93.1 (90.3 – 95.3)**
- 2 No **6.9 (4.7 – 9.8)**

**CONTACT2** Verify best phone number

**Q53** For our last question, what suggestions, if any, do you have for improving the way complaints about housing discrimination are handled – that is, what you would do to improve the process? (RECORD VERBATIM) **N=574**

- 1 Enter comments: **Q53 (openend) 77.8 (74.3 – 81.3)**
- 2 No comments **22.2 (18.8 – 25.7)**

That's all the questions we have for you. Thanks so much for helping us with our study.

(250262)

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