



## YOUR APPEAL RIGHTS

DES must send you a letter when a decision is made on your case. An appeal is a request for a hearing. A hearing is your chance to explain your case to a judge who will decide if DES made the right decision.

### You have the right to:

- Appeal any decision we made that you do not agree with.
- Appeal a decision we do not make on time.
- Ask for a pre-hearing meeting with DES to discuss your case.
- Ask to review your DES case file by contacting a FAA office.
- Get a copy of the law, rule or policy that we used in your decision.
- Present testimony and evidence at the hearing to support your case.
- Bring a representative or lawyer to the hearing.

### What happens when you file an appeal?

- We will send you a notice asking you to contact us for a pre-hearing meeting with DES. This meeting is to see if we may be able to fix the problem. This meeting is optional for you.
- If the problem cannot be fixed, the DES Office of Appeals will send you a notice telling you the date and time of your hearing.

### What programs can you appeal?

EBT Transaction Adjustment for Cash Assistance Programs (Cash Assistance, Two-Parent Employment Program, Tuberculosis Control, Grant Diversion, Tribal TANF, and Refugee) and Nutrition Assistance.

### How do you file an appeal?

- A. Fill out this form and turn in the Completed form by:
  - Faxing: The Appeals Processing Unit (APU) at 602-257-7058 or
  - You can mail the form to: Department of Economic Security – Appeals  
P.O. Box 1009, Phoenix, AZ 85005-9009
- B. Provide a written statement. This statement should include your name, case number or social security number, address, and phone number, the date of the letter you are appealing, and the reason you do not agree with the decision.
- C. To file a Verbal Appeal Request please call:  
Appeals Processing Unit (APU):  
Phone: 602-774-9279

### What is the deadline to ask for an appeal?

You must ask for an appeal within:

- 30 days from the date on the decision notice for Cash Assistance
- 90 days from the date on the decision notice for Nutrition Assistance

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (833) 620-1071, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to:

**1. mail:**

Food and Nutrition Service, USDA  
1320 Braddock Place, Room 334  
Alexandria, VA 22314; or

**2. fax:**

(833) 256-1665 or (202) 690-7442; or

**3. email:**

[FNSCIVILRIGHTSCOMPLAINTS@usda.gov](mailto:FNSCIVILRIGHTSCOMPLAINTS@usda.gov)

This institution is an equal opportunity provider.

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To request this document in alternative format or for further information about this policy, contact your local office; TTY/TDD Services: 7-1-1.