**letter acknowledging receipt of appeal**

**DA/SSA LETTERHEAD**

December 20, 2022 **Questions? Call Toll Free** 1-855-899-9600

 **Deaf or Hard of Hearing?** Call 711

<Name>

<Address>

Dear <Name>:

We got your appeal on [enter date]. This is what you wanted to appeal. [Enter summary of what is being appealed.]

We will set a time for an appeal meeting. We will tell you the time and place. You can call in for the meeting. Or, if you tell us ahead of time, you can come in person. Please see the **attached** paper with this letter. It tells you about the appeal meeting and your rights. Read the paper so you know what you can do at the appeal.

By law, we must decide your appeal within 30 days. The 30 days start when we get your appeal. That means we must send you our appeal decision no later than [enter due date].

Do you have questions? Then call me at **[enter phone number].** We are open Monday through Friday.

Sincerely,

[Enter staff name]
[Enter staff title (e.g., grievance and appeal coordinator)]

Enclosure: Your rights in an internal appeal

Copies to:

Rights of People with Disabilities

Do you have a physical or mental or learning condition? Does it make it hard to do things we ask you to do? We can make changes to help you. Changes are called “reasonable accommodation” under the ADA (Americans with Disabilities Act).

Here are some of the changes we can make:

* Someone can write down your answers if you can’t.
* We can give you more time.
* We can help you get papers you need to give us.
* You can have a support person with you when you talk to us.
* We can send you papers in large print.

Do you need **any** changes to help you? Tell us by calling **1-855-899-9600** for free.