

If you've...been turned down for a farm loan, had your mortgage accelerated, or been denied program payments, assistance, or a grant... You can appeal to the NATIONAL APPEALS DIVISION.

WHO ARE WE AND WHAT DO WE DO?

The National Appeals Division is an independent office that reports directly to the Secretary of Agriculture. Our job is to give you an opportunity to file an appeal and receive a hearing if you disagree with a program decision you've received from one of these agencies:

- Farm Service Agency,
- Natural Resources Conservation Service,
- Risk Management Agency,
- Rural Housing Service,
- Rural Business-Cooperative Service, or
- Rural Utilities Service.

Filing an appeal with us gives you a chance to explain why you don't agree with the agency's decision. You'll be able to present your case and any evidence, "face to face" or on the telephone, to one of our Administrative Judges. Their job is to find out what happened, review the evidence, and decide if the agency's decision was correct. In certain cases, the Administrative Judge will also develop the record to allow the NAD Director to consider awarding you program benefits through equitable relief.

How do I file an appeal?

It's easy to file an appeal with us. Here's how:

- 1** Your appeal must be in writing and include all the reasons why you think the decision you received is wrong. It also must be signed by you.
- 2** Your appeal must be successfully e-filed, mailed and postmarked, or faxed to one of our three Regional Offices no later than 30 days after the date you received the agency's decision. You must also submit a copy of the decision you received from the agency, if possible.
- 3** Once the Regional Office receives the required documents, your appeal will be processed and assigned to an Administrative Judge. Then, within a matter of days, you will be contacted with further information.

WHERE CAN I FIND MORE INFORMATION ABOUT NAD?

Visit our website at www.nad.usda.gov. There you can research NAD's decisions and locate information you may need to know about our process. For example, you can read the NAD statute and procedural regulations, find out where to send your appeal, e-file an appeal, and download the NAD Guide to learn more about the appeal process.

If you don't have access to the internet, or if you prefer to speak with a person, you may contact our Regional Offices by calling our toll-free number: 1-877-4USDA NAD. If you call from your home state, your call will be automatically routed to the appropriate Regional Office.

Regional Office Mailing Addresses:

National Appeals Division
Eastern Regional Office
Post Office Box 68806
Indianapolis, Indiana 46268-0806

National Appeals Division
Southern Regional Office
Post Office Box 1508
Cordova, Tennessee 38088-1508

National Appeals Division
Western Regional Office
13922 Denver West Parkway, Suite 100-NAD
Lakewood, Colorado 80401-3102

1-877-4USDA NAD
www.nad.usda.gov

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Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

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United States Department of Agriculture

NATIONAL APPEALS DIVISION

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