

You Can Appeal Your FEMA Decision

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BRISTOL, Va.— If you've recently received a determination letter from FEMA regarding your disaster assistance application and you disagree with the decision or assistance amount, don't worry—you **have the right to appeal**.

Appeals are a common part of the assistance process. FEMA may require more information or supporting documentation from the applicant in order to approve the application or approve additional types of assistance. The process does not end when you get your FEMA letter.

Keep the following in mind when preparing an appeal:

- Carefully read your determination letter.
- Act quickly: appeals must be filed within 60 days from the date on the determination letter.
- Keep an organized record of your documentation to submit with your appeal.

If applicants have questions regarding their determination letter or how to appeal, they may call the FEMA Helpline at 800-621-3362 with questions. If applicants use video relay service (VRS), captioned telephone service, or other communication services, they should be ready to provide their service number.

Applicants can also visit a Disaster Recovery Center (DRC) where FEMA staff can talk you through your FEMA letter. For example, FEMA Individual Assistance Specialists can provide personalized support by looking at your letter, helping you upload additional documents to your application, and discussing your next steps. To find the DRC closest to you, including addresses and hours, visit **FEMA.gov/drc** or text **DRC** and a **ZIP code** to **43362**.

To learn more about what should go in an appeal, please visit [How to Appeal a FEMA Individual Assistance Decision | FEMA.gov](#).

FEMA has set up a rumor response webpage to clarify our role in the Helene response. Visit [Hurricane Helene: Rumor Response | FEMA.gov](#).



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For more information on Virginia's disaster recovery, visit vaemergency.gov, the [Virginia Department of Emergency Management Facebook page](https://www.facebook.com/VirginiaDepartmentofEmergencyManagement), fema.gov/disaster/4831 and facebook.com/FEMA.

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FEMA's mission is helping people before, during and after disasters. FEMA Region 3's jurisdiction includes Delaware, the District of Columbia, Maryland, Pennsylvania, Virginia and West Virginia. Follow us on X at x.com/FEMAreion3 and on LinkedIn at linkedin.com/company/femareion3.

To apply for FEMA assistance, please call the FEMA Helpline at 1-800-621-3362, visit <https://www.disasterassistance.gov/>, or download and apply on the [FEMA App](#). If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service. Multilingual operators are available (press 2 for Spanish and 3 for other languages). Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency, or economic status. Any disaster survivor or member of the public may contact the FEMA Civil Rights Office if they feel that they have a complaint of discrimination. FEMA's Civil Rights Office can be contacted at FEMA-OCR-ECRD@fema.dhs.gov or toll-free at 833-285-7448.



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