

# Requesting An Appeal If You Did Not Receive a Notice of Action

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## When You Should Get a Notice of Action (NOA)

You should get a NOA when you and the regional center don't agree. Any agreement about your services must be in writing.

## Reasons You May Not Get a NOA

You won't receive a NOA if the regional center thinks you agree with its decision. This agreement is called Mutual Consent. Ways to show there is an agreement are:

1. You signed your Individual Program Plan (IPP) or signed a list of agreed upon IPP services. This must be in your preferred language. Your signed IPP or list of services must show the services the regional center will provide and the decision about any new services you asked for. When you sign your IPP or list of services with the changes, it tells the regional center you agreed with the regional center's decision.
2. You sent the regional center a written document or email saying you agreed with the regional center's decision.
3. A letter or email in your preferred language from your regional center saying that you verbally agreed to the services the regional center will provide. The letter must tell you why they think you agreed with their decision including decisions about new services you asked for. This is called a Good Faith Belief letter.

Click here if you want to learn more about Mutual Consent or the Good Faith Belief letter here: <https://www.dds.ca.gov/wp-content/uploads/2023/03/MUTUAL-CONSENT-Fact-sheet.pdf>

You might not receive a NOA for other reasons. For example, your NOA might be sent to the wrong email or mailing address. Or the regional center may have made a mistake and did not send a NOA.



## Steps You Can Take If You Didn't Receive a NOA

If you don't agree with your regional center's decision and didn't receive a NOA, you may do one or more of the following:

- Contact your regional center service coordinator or other regional center staff. You can tell them you disagree with the regional center's decision. You may ask them for a NOA.
- You may complete an appeal request form and send the request to the DDS. Click here for the online appeal request form: <https://bit.ly/DDSAppealForm>
- You may file a 4731 complaint. A 4731 complaint is used if you think the regional center has violated your rights. Not providing a NOA may violate your rights. Information about how to file a complaint is here: <https://www.dds.ca.gov/general/appeals-complaints-comments/consumer-rights-complaint/>

## Deadlines for Requesting an Appeal

There are deadlines for filing an appeal. The deadline may depend on the reason you didn't receive a NOA. There are also deadlines if you want to keep your current services. More information about how to keep your current services or aid paid pending is here: <https://www.dds.ca.gov/wp-content/uploads/2023/07/Aid-Paid-Pending-Fact-Sheet.pdf>

## How to Get Help

You may get help to understand your appeal rights. Some agencies that may be able to help are found by clicking the "Getting Help" tab at:

<https://www.dds.ca.gov/general/appeals-complaints-comments/fair-hearings-complaint-process/lanterman-act-appeals-information-packet/>

