

## **RECEIVING AND RESOLVING COMPLAINTS FILED BY THE PUBLIC AND TAXING JURISDICTIONS**

If an individual files a written complaint with the Board of Directors that the Board has authority to resolve, the complaint must state explicitly the issues involved with appropriate documentation. The Board of Directors will consider complaints about itself, the Appraisal District, the Appraisal Review Board, or any of the following persons: a member of the Board of Directors, a member of the Appraisal Review Board, the Chief Appraiser, any employee of the Appraisal District, and any private person or firm who, by contract, performs governmental functions for the Appraisal District. A complaint may be filed with the Board by any of the following persons or entities: An owner of taxable property in the Appraisal District, a taxing entity for which the Appraisal District appraises property, the Appraisal Review Board or any member thereof, the Chief Appraiser, or any employee of the Appraisal District.

The Board of Directors shall take actions it may deem reasonable and appropriate to resolve a complaint. The Board may also allow the complaining party to appear before it. The Board's deliberations at its meeting shall occur in open session or executive session as authorized by the Texas Open Meetings Act.

In response to each complaint referred by the Board or the Chairman to the Chief Appraiser, the Chief Appraiser shall investigate the validity of the complaint and make his recommendations to the Board. The Chief Appraiser shall report to the Board at its meetings on the result of his investigations and his recommendations with respect to complaints. All parties shall cooperate fully with an investigation being conducted by the Chief Appraiser.

When a complaint is pending, the Board will try to resolve all complaints filed within thirty (30) days. If not, the Board, at the following meeting will notify in writing both parties stating the status of the complaint unless such notice would jeopardize an undercover investigation. The Board shall notify the parties when a complaint is finally resolved.

If the complaint is addressed to some action or omission specifically on the part of the Chief Appraiser, or if it appears that the Chief Appraiser could not objectively investigate the complaint and make impartial recommendations to the Board, the chairman of the Board may refer the complaint to some other party with reasonable qualifications to perform the functions of the Chief Appraiser with regard to investigating the complaint and making recommendations to the Board.

BOARD OF DIRECTORS  
PUBLIC COMPLAINT PROCEDURES

If any member of the public wishes to file a complaint with the board of directors concerning the operation of the appraisal office or any other function over which the board has responsibility, he or she may do so. Written correspondence to the chairman of the board outlining the complaint should be delivered to the chief appraiser of the district at the appraisal district office. The name and mailing address of the party that files complaint must be provided to allow for a follow-up with any agenda or board action taken in response to the complaint.

The chief appraiser will transmit copies of all the correspondence to members of the board of directors. The issues raised in such complaints or commentary will be discussed by the board at the next scheduled public meeting, and public testimony will be invited.

No employee or official of the appraisal district shall be sanctioned or disciplined in any manner by the board in response to a complaint without being given an opportunity to be heard by the board at a public meeting. Each employee and official of the appraisal district shall cooperate fully with an investigation stemming from any complaint.

At each regular meeting, the board shall request that the chief appraiser report on the status of all pending complaints.

Pursuant to Section 6.04(g), Texas Property Tax Code, the board of directors shall notify the parties to the complaint concerning its status on a quarterly basis until final disposition of the matter, unless notice would jeopardize an undercover investigation.