



## PROCEDURES FOR RESOLVING PUBLIC COMPLAINTS

If an individual files a written complaint with the Board of Directors, the complaint must state explicitly the issues involved with appropriate documentation. A written 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 unit for which the Appraisal District appraises the property; the Appraisal Review Board or any member thereof; the Chief appraiser; or any employee of the Appraisal District.

The following items cannot be filed with the Board: (1) determination of appraised value, (2) unequal appraisal, (3) inclusion of property on appraisal records, (4) denial of an exemption, (5) disqualification for special appraisal, (6) identification of taxing units wherein taxable, (7) determination of ownership, and (8) any other action that applies to the property owner and adversely affects him.

The Board of Directors shall take the actions it may deem reasonable and appropriate to resolve a complaint. The Board may also allow the complaining party to appear before them. The Board's deliberations at the meeting with respect to complaints shall occur in open session or executive session as authorized by the Texas Open Meetings Act. Section 551.101 and 551.074.

In response to each complaint referred to the Board or the Chairman to the Chief Appraiser, the Chief Appraiser shall investigate the validity of the complaint and make her recommendations to the Board. The Chief Appraiser shall report to the Board at its meetings on the result of her investigations and her 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 all parties involved in writing, stating the status of the complaint unless such notice would jeopardize an undercover investigation has been concluded and dismissed. The Board shall notify the parties when a complaint is finally resolved.

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