

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, individual complaints regarding Appraisal Review Board Members 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 Appraisal District office prior to being presented at the next available regular Board meeting. 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 raised issues in such complaints or commentary will be discussed by the Board at the next scheduled public meeting, and public testimony will be invited.

An item entitled "Audience" will be placed on each agenda for general comments from any visitor at a regular meeting or if a member of the public wishes to file a complaint at that time. Any action, review, or investigation needed to be taken on said "Audience" comments or complaints shall be placed on the agenda of the next regularly scheduled meeting on the affirmative vote of the Board.

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 regular 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.

Non-English-speaking persons appearing before the Board may furnish their own interpreter / translator. Non-English-speaking persons appearing before the Board without an interpreter / translator will be furnished one, provided one can be timely located. However, if such interpreter / translator cannot be timely located, the person shall be rescheduled at a later date or may have District personnel interpret / translate on their behalf pending their approval.

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. (Approved by BOD Nov 9, 2010)

This policy is considered a public record, available to anyone upon request.