

FILING A COMPLAINT

If any member of the public wished to file a complaint with the BOD concerning the operation of the appraisal district or any other function over which the board has responsibility, he/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. A complaint must be in writing.

The Chief Appraiser will transmit copies of all such correspondence to members of the BOD and investigate accordingly. The issue(s) raised in such complaints or commentary will be discussed by the board at the next scheduled public meeting, and testimony will be invited. The board shall take the actions it may deem reasonable and appropriate to resolve the complaint.

Pursuant to Section 6.04 of the Texas Property Tax Code, the BOD 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. The BOD shall notify the parties involved when a complaint is finally resolved.