

PUBLIC COMPLAINTS POLICY

The Board of Directors shall prepare information of public interest describing the Board's procedures by which complaints are filed with and resolved by the Board. The Board shall make the information available to the public and the appropriate taxing jurisdictions. Such information is as follows:

1. If any member of the public wishes to file a complaint with the Board of Directors concerning the operations 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.
2. The Chief Appraiser will transmit copies of all such 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.
3. 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.