

7. Complaint Procedure

The Property Tax Code requires the Board of Directors to establish written procedures on how citizen's complaints are to be handled.

Complaints may be categorized by three broad definitions. One, complaints regarding the appraised value of property, Two, complaints regarding the policies or practices of the district. And three, complaints regarding the districts personnel. Additionally, complaints may be informal or formal. The CCAD's procedures to realize a complaint settlement are as follows:

a. Informal Complaints

Taxpayers wishing to make a complaint regarding any aspect of the Appraisal District may do so by contacting the Chief Appraiser or designee. One of these two individuals will attempt to handle the complaint to the taxpayer's satisfaction in an informal meeting.

Complaints regarding the policies or practices of the district's operations or regarding district personnel made by citizens during Public Comments time at the Board of director's meetings will not elicit a Board Response; however, the Chief Appraiser may express an opinion in an attempt to satisfy the complaint. If the complainant is not satisfied with the informal response then a meeting with the Chief Appraiser or designee should be scheduled for a more detailed discussion to resolve the situation.

Complaints regarding the appraised value of property may not be brought before the Board of Directors. The Chief Appraiser will refer such complaints to the Appraisal Review Board as necessary.

b. Formal Complaints

In the event that the complainant is not satisfied with an informal handling of the complaint then they must file a formal complaint with the Chief Appraiser or designee. This must be a written complaint and specifically state the nature of the problem and citizen's anticipated solution.

The Chief Appraiser or designee will then time stamp the complaint, provide a copy to the complainant, enter the complaint into the log, and create a complaint file entry. The complaint will be reviewed by the Chief Appraiser, the appropriate district personnel consulted, and written response prepared. The proposed response will be discussed at the next Board of Directors' meeting and a decision realized. The complainant will then receive a written reply to the complaint.

The complainant and the Board will be advised by the Chief Appraiser every 90 days regarding the status of complaints received during the period or that remain pending.

c. ARB Complaints

If the written complaint concerns the Appraisal Review Board in general or an individual member of the Appraiser Review Board, the Board of Directors will notify the ARB's presiding officer, the chief appraiser and, if applicable, the affected ARB member. The chief appraiser shall then prepare a written statement in regard to the situation and the affected ARB member will be asked to provide an optional written statement in regard to the situation. The chief appraiser shall present the complaint to all ARB members at the next regular meeting held after the chief appraiser was notified by the Board of Directors of the existence complaint. The complaint and any responses will be presented to the Board of Directors at their next regular meeting which is scheduled at least five working days after the chief appraiser and the affected ARB member received notice that a response would be required or requested. The Board of Directors shall then determine whether it has authority to resolve the written complaint, and thereafter take appropriate action.