

**ADEMDUM 3: Question 4B Procedures**

**BOARD OF DIRECTORS  
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 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. 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 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.

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 public 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.

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.

## POLICY: PUBLIC COMPLAINTS ABOUT THE APPRAISAL REVIEW BOARD (ARB)

The Board will consider written complaints about the Schleicher County Appraisal Review Board (ARB) and any other matter within the Board's jurisdiction. The Board of Directors will consider complaints about the ARB, its policies, procedures, operations or an ARB member.

If an individual files a written complaint about the ARB with the Board of Directors that the Board has the authority to resolve, the complaint must state explicitly the issues involved with appropriate documentation.

The Board is without authority to consider complaints addressing any of the grounds for challenge, protest or motion for correction of the appraisal roll before the ARB as set out in the Property Tax Code. The following items cannot be resolved by 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 it. The Board's deliberations at its meetings with respect to complaints shall occur in open session or executive session as authorized by the Texas Open Meetings Act, Chapter 551, Government Code.

The person must file a written complaint and send it to the Board Chairman. The Board Chair includes the complaint on the next Board agenda as a discussion item. The Board determines if the complaint is within the jurisdiction of the Board of Directors.

If the complaint is not within its jurisdiction, the Board may so rule and refer the complainant to the chief appraiser, a staff member, the ARB, a taxing unit or other appropriate party regarding complaints filed regarding matters outside the jurisdiction of the Board.

If the complaint is within the Board's jurisdiction, the Board will assign staff or some other party to research the complaint and report to the Board on the complaint and its resolution. The Board shall determine any pending complaints and complaints resolved since the Board's last meeting that are within the Board's jurisdiction.

All parties shall cooperate fully with an investigation being conducted by the Board. When a complaint is pending, the Board will try to resolve all complaints filed within 30 days. If not, the Board, at its following meeting, will notify in writing both parties stating the status of the complaint unless such notice would jeopardize the investigation. The Board will not respond to the complaint filed until the investigation has been concluded and dismissed. The Board shall notify the parties when a complaint is finally resolved.