

POLICIES FOR RESOLVING COMPLAINTS

The board will consider written complaints about the policies and procedures of the appraisal district, appraisal review board, the board of directors and any other matter within the jurisdiction of the board of directors. The board will not consider complaints addressing any of the grounds for a challenge and a protest before the appraisal review board as set out in Sections 41.03 and 41.41, Texas Property Tax Code. The boards of directors have no authority to overrule the chief appraiser or appraisal review board's decision on a value, a correction, or a protest.

Any complaint requiring action by the board of directors must be filed through the chief appraiser. In order to file a complaint, the necessary steps must be taken:

- File a written complaint with the chief appraiser. The complaint should adequately describe the situation, the person(s) involved, and the action(s) the complainant would like the board to take concerning the complaint.
- The chief appraiser will research each complaint for all possible remedies. If the chief appraiser and the complainant are able to resolve the problem, the chief appraiser will then report the problem and its resolution in the informational report to the board at the next regular scheduled meeting. If the chief appraiser and the complainant are unable to resolve the issue the chief appraiser will place the complaint as an action item on the agenda for the next regular scheduled meeting of the board of directors.
- In order for an unresolved complaint to be placed as an action item on the board's agenda, adequate time must be given to notify all parties involved in the complaint to allow proper time to comply with the Open Meetings Act.
- A complainant has impairment and cannot present the complaint in writing; the complaint will be recorded and played for the board in lieu of the written complaint.
- If an unresolved complaint involves a district employee, including the chief appraiser, the employee will be notified of the complaint and must submit a written response to be presented along with the complaint at the next regular scheduled meeting of the board of directors.

While a complaint is under investigation the chief appraiser will report on the status of the complaint to both the complainant and the board at their regular meeting until the complaint is resolved and presented to the board unless notification would jeopardize an investigation.

Complaint correspondence should be mailed to:

Chairman, Board of Directors
Hamilton County Appraisal District
119 E Henry St
Hamilton, TX 76531