

Handling Complaints

1. In an effort to provide the best possible service to the taxpayers and general public, the Board of Directors of the Robertson County Appraisal District ("District") has adopted the following policies and procedures in regard to complaints concerning the Board of directors ("Board"), the Appraisal Board (ARB), the Appraisal District in general and the Appraisal District staff. It is our desire to establish a fair and impartial method of working out problems and situations when they arise.
2. All complaints shall be filed in writing with the Chief Appraiser or the Board of Directors of the District. The written complaint should contain the nature of the complaint, the date of the situation, all specific information pertaining to the situation, and what action the complainant feels should be taken to resolve the situation. The written complaint shall be signed by the complainant.
3. Any complaint on any employee (other than the Chief Appraiser or Appraisal Review Board) of the Robertson County Appraisal District shall be presented to the Chief Appraiser of the District. If the complaint is concerning the Chief Appraiser or the Appraisal Review Board in general or a member of the Appraisal Review Board, the written complaint shall be delivered to the Board's presiding officer.
4. If the written complaint concerns an employee of the District, the Chief Appraiser will instruct the employee to provide written information regarding the situation. Once the Chief Appraiser has both the complainant's and employee's written information, the Chief Appraiser will review the situation and attempt to resolve the problem.
5. If the written complaint concerns the Chief Appraiser, the Board's presiding officer will direct the Chief Appraiser to prepare a written response. The complaint and the response 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 received notice that a response would be required.
6. If the written complaint concerns the Appraisal Review Board in general or a member of the Appraisal Review Board, the Board of Directors will notify the ARB's presiding officer, the Chief Appraiser and, if applicable, the affected ARB member and direct the Chief Appraiser to prepare a written statement in regard to the situation. The complaint shall be presented to the ARB at their next regular meeting. The complaint and the response will be presented to the Board of Directors at their next regular meeting which is scheduled at least three working days after the chief appraiser received notice that a response would be required.
7. If the written complaint concerns the Board of Directors, an individual Board Member, and/or the Appraisal District in general, the complaint may be considered during a public meeting of the Board.
8. All written complaints will receive a written reply within 10(ten) working days of the Chief Appraiser's receipt of the complaint acknowledging receipt of the complaint. The written reply will also contain a copy of the Complaint Policy and Procedures adopted by the Board of Directors. The Chief Appraiser will make every effort to resolve the complaint in an expeditious manner.
9. If a written complaint is filed with the Board that the Board has authority to resolve, the Board, at least quarterly and until final disposition of the complaint, shall notify the parties to the complaint of the status of the complaint unless notice would jeopardize an undercover investigation. If a complaint is resolved, the Chief Appraiser shall so notify the parties to the complaint in writing within 10 (ten) working days of the decision concerning the complaint.

Please mail complaints to:
Robertson County Appraisal District
PO Box 998
Franklin Texas 77856

Date Adopted:

ROBERTSON COUNTY APPRAISAL DISTRICT BOARD OF DIRECTORS

The board of directors has the following primary responsibilities:

- Establish the appraisal district's appraisal office
- Adopt the appraisal districts annual operating budget;
- Contract for necessary services;
- Hire chief appraiser;
- Appoint appraisal review board members and other communities provided by law
- Provide advice and consent to the chief appraiser concerning the appointment of an agricultural appraisal advisory board and determine the number of members to that advisory board;
- Approve contracts with appraisal firms selected by the chief appraiser to perform appraisal services for the district; -Make general policies on the appraisal district's operation; and -biennially develop a written plan for the periodic reappraisal of all property within the district's boundaries.

Through its policies, the board determines the appraisal district's goals and operates as the decision-making body on appraisal district operations. It is responsible for developing written reappraisal plans and evaluating the effectiveness of the chief appraiser in appraising property and administering the appraisal office according to constitutional and statutory requirements. State law requires the board to have some specific written policies. The board may include these policies in the policy manual.

In accordance with Section 6.05(i) of the Code, the board must develop a biennial written reappraisal plan and hold a public hearing to consider the plan. No later than September 15 of each even-numbered year, the appraisal district board must approve the reappraisal plan and distribute copies to the taxing units and the Comptroller within 60 days of board approval.

An appraisal district board must develop a written plan describing how non-English speaking and disabled persons have access to the appraisal district's programs, including how a district would provide foreign and sign language interpreters and access to those in wheelchairs and give telephone services to the deaf.

The board must have a policy providing the public an opportunity to appear and speak at board meetings. The policy must provide reasonable time for the public to speak about appraisal district and appraisal review board procedures. Currently the chief appraiser will ask the chairman to put on the agenda with an allowable time of five minutes.

Appraisal Authority

The board's authority over appraisals is limited. The board does not appraise property or review values on individual properties.

The board has no authority to review appraisal review board decisions. The board does have some authority over appraisal policy through its duties to contract, budget, and plan reappraisals.

The board exercises some authority over appraisals when it grants the chief appraiser its approval to appeal appraisal review board decisions to district court. The chief appraiser must be granted permission from the board of directors to appeal an appraisal review board order, settle lawsuits and direct litigation.

Public Access to the Board of Directors

It is the policy of the Board of Directors to provide the public with a reasonable opportunity to address the Board concerning the policies and procedures of the Appraisal District and on any issue within the Board's jurisdiction. Generally, the Board's statutory duties and jurisdiction involve: Adopting the District's annual operating budget;