

# **Board of Directors Policy and Procedure for Taxpayer Complaints**

## **Purpose**

To establish a clear and fair process for taxpayers to file complaints concerning the Board of Directors (Board), the Appraisal Review Board (ARB), the Appraisal District (AD) in general, and the Appraisal District staff.

## **Policy**

### **1. Filing Complaints**

- Complaints must be submitted in writing to the Chief Appraiser
- The written complaint should include:
  - The nature of the complaint.
  - The date of the incident.
  - Specific details pertaining to the situation.
  - Desired resolution or action.
- Complaints must be signed by the complainant.

### **2. Acknowledgment**

- Within ten business days of receiving a complaint, the Chief Appraiser will acknowledge receipt in writing.
- The acknowledgment will include a copy of the Complaint Policy and Procedures.

### **3. Review and Response**

- If the complaint concerns an AD staff member (excluding the Chief Appraiser), the Chief Appraiser will request a written statement from the staff member involved.
- If the complaint concerns the Chief Appraiser, the Board's presiding officer will direct the Chief Appraiser to prepare a written response.
- If the complaint concerns the ARB or its members, the Board of Directors will notify the ARB's presiding officer and direct the Chief Appraiser to prepare a written statement.
- The complaint and response will be presented at the next regular meeting of the Board of Directors.

### **4. Resolution**

- The Chief Appraiser will make every effort to resolve the complaint expeditiously.
- If the complaint is resolved, the Chief Appraiser will notify the parties involved in writing.

### **5. Public Meetings**

- Complaints concerning the Board of Directors, individual Board members, or the AD in general may be considered during a public meeting of the Board.

### **6. Special Assistance**

- For non-English speaking persons or those with disabilities, appropriate arrangements will be made to ensure they can present their complaints effectively.

## **Procedure**

### **1. Submission**

- Complaints must be submitted in writing to:
  - Chief Appraiser
  - Board of Directors (only if the complaint is against the Chief Appraiser)

- Complaints can be mailed or delivered in person.
- 2. **Documentation**
  - The Chief Appraiser will document all complaints and responses.
  - Records will be maintained for future reference and compliance.
- 3. **Follow-Up**
  - The Chief Appraiser will follow up with the complainant to ensure the resolution is satisfactory.

## **Contact Information**

- **Chief Appraiser**

- Address:

Robertson Central Appraisal District  
Attn: Chief Appraiser  
PO Box 998  
Franklin, Tx 77856

- Phone: 979-828-5800
- Email: [lsotoo@robertsoncad.com](mailto:lsotoo@robertsoncad.com)

- **Board of Directors**

- Address:

Robertson Central Appraisal District  
Attn: Board of Directors  
PO Box 998  
Franklin, Tx 77856

## **Authority & Functions**

The Board shall establish general policies in keeping with the requirements of state law. Members of the Board shall have authority only when acting as a Board legally in session. The Board shall not be bound in any way by any statement or action on the part of any individual member except when such statements or action are in pursuance of specific instructions of the Board.

### **The statutory responsibilities of the Board include:**

- A. **Establishment of an appraisal office** (Property Tax Code §6.05).
- B. **Appointment of the chief appraiser** (Property Tax Code §6.05).
- C. **Approval of the AD budget** (Property Tax Code §6.06).
- D. **Annual financial audit** (Property Tax Code §6.063).
- E. **Develop biennially a written plan for the periodic reappraisal of all property within the boundaries of the district** (Property Tax Code §6.05).
- F. **Designation of depository** (Property Tax Code §6.09).
- G. **Review and approval of contracts between the appraisal district and private appraisal firms to perform appraisal services for the district** (Property Tax Code §25.01).
- H. **Purchasing and Contracting Authority** (Property Tax Code §6.11).
- I. **Appointment of Agricultural Advisory Board** (Property Tax Code § 6.12).
- J. **Other statutory duties as specified by state statutes.**