

## **7-03.00 Taxpayer Complaints and Public Access Policies**

### **03.01 Appointment of Taxpayer Liaison Officer**

**PTC Sec. 6.052**

The Board of Directors of Camp Central Appraisal District is not required to appoint a Taxpayer Liaison because of the reduced population.

### **03.02 Complaint Procedures**

**PTC Sec. 6.04 (d-g)**

Any person having a complaint that falls under the jurisdiction of this Board shall be granted the opportunity to discuss said complaint with the Board.

Complaints that fall within the jurisdiction of the Board include: the operations of the District, the Board of Directors, or the Appraisal Review Board; or the actions of any of the following persons: the Chief Appraiser or District staff, a member of the Board of Directors, or a member of the Appraisal Review Board. Matters outside the jurisdiction of the Board include: property valuations, exemptions, special appraisals, or any other matter that may be protested to the Appraisal Review Board.

Any complaint requiring action by the Board must be filed through the Chief Appraiser. Said complaints will be investigated by the Chief Appraiser, who will act as the intermediary between the complainant and the Board of Directors. In order to file a complaint, the necessary steps must be taken:

1. 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.
2. 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 her informational report to the Board at their next regular scheduled meeting.

If the Chief Appraiser and the complainant are not able to resolve the problem, 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.

3. 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 and to allow proper time to comply with Section 551.000 et seq of the Texas Government Code concerning the Open Meetings Act
4. A complainant must further outline any special assistance or arrangements he/she will require in order to make his/her presentation to the Board, such as translators for non-English speaking or deaf persons, or special needs for a person having any physical, mental, or development disability.
5. If a complainant has an impairment and cannot present the company in writing, the complaint will be recorded and played for the Board in lieu of the written complaint.
6. 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.

If an unresolved complaint involves the operations of the Appraisal Review Board or one of its members, the complaint will be submitted to the ARB chairperson and the member of the ARB involved in the complaint, if applicable. If necessary, the ARB will call a special meeting to address the matters outlined in the complaint. The ARB chairperson must submit a written response to a complaint concerning the operations of the Appraisal Review Board, and the member involved in the complaint must submit a written response to a complaint regarding a member of the ARB. The written response will be presented along with the complaint at the next regular scheduled meeting of the Board of Directors.

All parties involved in the company will be allowed an opportunity to address the Board of Directors in person.

7. After hearing all evidence in the complaint, the Board of Directors will take appropriate action beginning with appointing an investigation committee and presenting the facts of the investigation to the board at a later open meeting date. The disposition will be determined at a meeting in which all investigative information has been relayed to the Board as a whole.