

Camp CAD/ARB Complaint Procedures

Complaint Procedures

Any person having a complaint that falls under the jurisdiction of the Camp Central Appraisal District Board of Directors 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 person: 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 valuations, or any other matter that may be protested to the Appraisal Review Board. Any complaint requiring action by the Board of Directors 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) 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 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 their 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 developmental disability.

5. If 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.

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 Chairman 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 Chairman 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 complaint 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.

Public Information Pamphlets/Information

The Board of Directors shall prepare information of public interest describing the functions of the Board and the Board's procedures by which complaints are filed and resolved.