

**PROCEDURES FOR PUBLIC ACCESS
AND
THE RESOLUTION OF COMPLAINTS**

Pursuant to Section 6.04 (d), Texas Tax Code, a reasonable period of time at the end of each meeting of the appraisal district Board of Directors shall be provided for public comments on appraisal district and Appraisal Review Board policies and procedures. The period of time shall be determined at the discretion of the chairman of the Board of Directors at each meeting.

Pursuant to Section 6.04 (e), Texas Tax Code, the following policies are adopted to provide public access to the Board of Directors for purposes of testimony at public meetings concerning appraisal district and Appraisal Review Board policies and procedures, as well as any matter over which the Board of Directors has responsibility:

1. Any non-English speaking person, deaf person, or person who has any physical, mental or development disability desiring to appear before the Board of Directors must file a written request with the chief appraiser, who will schedule a time to present testimony at the next regularly scheduled board meeting. The request should indicate any special assistance or arrangement required to make the presentation to the Board of Directors.
2. The chief appraiser shall appoint annually at least one bilingual person in the county to serve as an interpreter. An interpreter shall attend any meeting of the Board of Directors in which a non-English speaking person is scheduled to testify and shall be paid a per diem amount equal to that paid to members of the Appraisal Review Board.
3. The chief appraiser shall coordinate with the area service council of the Texas Commission for the Deaf (see Attachment A) in obtaining services and shall appoint annually an interpreter to attend any meeting of the Board of Directors in which a deaf person is scheduled to testify. The interpreter shall be paid a per diem amount equal to that paid to members of the Appraisal Review Board.
4. The chief appraiser shall coordinate with the Texas Rehabilitation Commission, the United Way, and other public and private agencies with regional offices (see Attachment B) to provide proper arrangements for public forums, to include the correct placement of microphones, sufficient area for wheelchairs and other mobility aides, and any other matter which would assist in improved access to the Board of Directors in a public hearing.

5. Meetings of the Board of Directors for which written notice has been given from persons requiring barrier free access shall be conducted in public buildings complying with the standards and specifications adopted by the State Purchasing and General Services Commission (P.O. Box 13047, Capitol Station, Austin, Texas 78711) pursuant to the Elimination of Architectural Barriers Act, Article 7 of Article 601b, V.T.C.S., where available. If no barrier-free public buildings are available in the district, the chief appraiser shall make arrangements for temporary wheelchair ramps to be available, as well as other physical aides for persons with disabilities.

POLICIES FOR RESOLVING COMPLAINTS

The Board of Directors will consider complaints about itself, the Appraisal District, the Appraisal Review Board, or any of the following, if the action which is the subject of the complaint was taken in such person's official capacity:

1. A member of the Board of Directors
2. A member of the Appraisal Review Board
3. The Chief Appraiser
4. Any employee of the Appraisal District
5. Any private person or firm who, by contract, performs governmental functions for the Appraisal District

A complaint may be filed with the Board of Directors by any of the following persons or entities:

1. An owner of taxable property within the Appraisal District
2. A taxing unit for which the Appraisal District assesses property
3. The Appraisal Review Board or any member thereof
4. The Chief Appraiser
5. Any employee of the Appraisal District

A complaint may be addressed on any matter within the jurisdiction of the Board of Directors or any other matter involving the Appraisal District or the Appraisal Review Board, except that a complaint may not be addressed on any other grounds for protest before the Appraisal Review Board as set out in Tex. Prop. Tax Code 41.41 (1 – 7) and 41.411.

A complaint must be filed in writing and addressed to the Chairman of the Board of Directors or the Board of Directors itself and delivered to the Chief Appraiser at the office of the Appraisal District.

At each regular meeting, the Board of Directors shall consider complaints which have previously been received by the Board of Directors or by its Chairman. The Board shall take the actions it may deem reasonable and appropriate to resolve a complaint. With respect to each complaint received since its first meeting, the Board of Directors shall take some action to resolve the complaint.

No employee or official of the Appraisal Review Board shall be sanctioned or disciplined in any manner by the Board of Directors in response to a complaint without being given an opportunity to be heard by the Board of Directors at one of its meetings. The Board of Directors may also allow the complaining party to appear before the Board.

The Board's deliberations at its meeting with respect to complaints, shall occur in open sessions or executive session as authorized by the Texas Open Meetings Act, Article 6252-17, Tex.Rev.Civ.Stats.

In response to each complaint referred to the Board of Directors or to the Chairman of the Board, the Chief Appraiser shall investigate the validity of the complaint. Following the investigation, the Chief Appraiser prepares a report of recommendations and presents the report to the Board of Directors.

Each employee and official of the Appraisal District shall cooperate fully with any investigation being conducted by the Board of Directors.

When a complaint is pending, at least once each calendar quarter, the Board shall notify the parties of the complaint (both the complaining party and the party against whom the complaint is filed) in writing of the status of the complaint unless such notice would jeopardize an undercover investigation. The Board shall notify the parties when a complaint is finally resolved. The Chief Appraiser shall prepare proposed notices for consideration by the Board of Directors and shall deliver the notices approved by the Board.