

## Complaints

Written complaints that involve issues that are within the authority of the board of directors are to be considered by the board of directors. If an individual files a written complaint with the board of directors that the board has authority to resolve, the complaint must state explicitly the issues involved along with appropriate documentation. The board will consider complaints about itself, the appraisal district, the appraisal review board or any of the following person: a member(s) of the ARB; a member of the board of directors; and private person or firm who, by contract, performs governmental functions for the appraisal district, except that a complaint may not be addressed to any of the grounds for challenge and protest before the appraisal review board as set out in Section 41.03, 41.41, 41.411 or 25.25 The Texas Property Tax Code.

The board will respond to written complaint about the policies and procedures of the appraisal district, appraisal review board, and the board of directors.

Correspondence shall be mailed to:  
Chairman, Board of Directors  
Montague CAD  
P.O. Box 121  
Montague, TX 76251

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

At least quarterly and until final disposition of the complaint, the board shall notify the parties to the complaint of its status unless notice would jeopardize an undercover investigation. [Refer to Section 6.04(g), Tax Code.]