

## **COMPLAINTS PROCEDURE**

The Board of Directors will consider written complaints about the policies and procedures of the Parker County Appraisal District, Parker County Appraisal Review Board, the Board of Directors, and any other matter within the Board's jurisdiction. Written correspondence to the Board outlining the complaint should be delivered to the Taxpayer Liaison Officer of the district at the appraisal district office. The mailing address is 1108 Santa Fe Drive, Weatherford, Texas 76086.

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 with appropriate documentation. The Board of Directors will consider complaints about itself, the Appraisal District, the Appraisal Review Board, or any of the following persons: a member of the Board of Directors, a member of the Appraisal Review Board, the Chief Appraiser, the Taxpayer Liaison Officer, any employee of the Appraisal District, and any private person or firm who, by contract, performs governmental functions for the Appraisal District. A complaint may be filed with the Board by any of the following persons or entities: An owner of taxable property in the Appraisal District, a taxing entity for which the Appraisal District appraises property, the Appraisal Review Board or any member thereof, the Chief Appraiser, or any employee of the Appraisal District. The Board of Directors shall take actions it may deem reasonable and appropriate to resolve a complaint.

Pursuant to Section 6.04 (d) of the Texas Property Tax Code, the Board may allow the complaining party to appear before it. The Board's deliberations at its meeting shall occur in an open session or in a closed/executive session as authorized by law.

Pursuant to Section 6.04 (g) of the Texas Property Tax Code, if a written complaint is filed with the board that the board has authority to resolve, the board, at least quarterly and until final disposition of the complaint, shall notify the parties to the complaint of the status of the complaint unless notice would jeopardize an undercover investigation. The Board of Directors shall delegate to the Taxpayer Liaison Officer the duty of preparing and sending a status report, including notifying the parties of the complaint status.

In response to each complaint the Taxpayer Liaison Officer shall investigate the validity of the complaint and make his recommendations to the Board. The Taxpayer Liaison Officer shall report to the Board at its meetings on the result of his investigations and his recommendations with respect to complaints. All parties shall cooperate fully with an investigation being conducted by the Taxpayer Liaison Officer.

The Taxpayer Liaison Officer will try to resolve all complaints filed within thirty (30) days. If not, the Taxpayer Liaison Officer will notify the parties in writing stating the status of the

complaint unless such notice would jeopardize an undercover investigation. The Taxpayer Liaison Officer shall notify the parties when a complaint is finally resolved.

All information related to the complaint will be maintained in a file at the Appraisal District office. The Taxpayer Liaison Officer is responsible for the safekeeping of the file.

If the complaint is addressed to some action or omission specifically on the part of the Taxpayer Liaison Officer, or if it appears that the Taxpayer Liaison Officer could not objectively investigate the complaint and make impartial recommendations to the Board, the chairman of the Board may refer the complaint to some other party with reasonable qualifications to perform the functions of the Taxpayer Liaison Officer with regard to investigating the complaint and making recommendations to the Board.