

COMPLAINT POLICY & PROCEDURES
UVALDE COUNTY APPRAISAL DISTRICT

1. In an effort to provide the best possible service to the property owners, taxpayers and general public, the Board of Directors of the Uvalde County Appraisal District ("District") has adopted the following policies and procedures in regard to complaints concerning the Board of Directors ("Board"), the Appraisal Review Board (ARB), the Appraisal District in general and the Appraisal District staff. It is our desire to establish a fair and impartial method of working out problems and situations when they arise.

2. All complaints shall be filed in writing with the Chief Appraiser or the presiding officer of the Board of Directors of the District. The written complaint should contain the nature of the complaint, the date of the situation, all specific information pertaining to the situation, and what action the complaint feels should be taken to resolve the situation. The written complaint shall be signed by the complainant.

3. Any complaint on any employee (other than the Chief Appraiser or Appraisal Review Board) of the District shall be presented to the Chief Appraiser of the District. If the complaint is concerning the Chief Appraiser or the Appraisal Review Board in general or a member of the Appraisal Review Board, the written complaint shall be delivered to the presiding officer of the Board.

4. If the written complaint concerns an employee of the District, the Chief Appraiser will instruct the employee to provide written information regarding the situation. Once the Chief Appraiser has both the complainant's and employee's written information, the Chief Appraiser will review the situation and attempt to resolve the problem.

5. If the written complaint concerns the Chief Appraiser, the presiding officer of the Board will direct the Chief Appraiser to prepare a written response. The complaint and the response will be presented to the Board of Directors at their next regular meeting which is scheduled at least three working days after the Chief Appraiser received notice that a response would be required.

6. If the written complaint concerns the Appraisal Review Board in general or a member of the Appraisal Review Board, the Board of Directors will notify the presiding officer of the ARB, the Chief Appraiser and, if applicable, the affected ARB member and direct the

Chief Appraiser to prepare a written statement in regard to the situation. The complaint shall be presented to the ARB at their next regular meeting. The complaint and the response will be presented to the Board of Directors at their next regular meeting which is scheduled at least three working days after the Chief Appraiser received notice that a response would be required.

7. If the written complaint concerns the Board of Directors, an individual Board Member, and/or the Appraisal District in general, the complaint may be considered during a public meeting of the Board.

8. All written complaints will receive a written reply within 5 (five) working days of the Chief Appraiser's receipt of the complaint acknowledging receipt of the complaint. The written reply will also contain a copy of the Complaint Policy and Procedures adopted by the Board of Directors. The Chief Appraiser will make every effort to resolve the complaint in an expeditious manner.


9. If a written complaint is filed with the Board that the Board has the 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. If a complaint is resolved, the Chief Appraiser shall so notify the parties to the complaint in writing within five (5) working days of the decision concerning the complaint.

Passed and Approved this 19th day of September, 2017.

Uvalde County Appraisal District



Dr. William Blaine Bennett, Chairman



Witness

Complaint from the Public

Uvalde County Appraisal District
209 N. High St.
Uvalde, TX 78801

TO BE COMPLETED BY THE COMPLAINANT:

Name:		Phone:	
_____	_____	_____	_____
Last	First	Home	Work
Address: _____			
Street	City	State	Zip
Email Address: _____		Cell Phone #: _____	
Signature _____			
STATE COMPLAINT (attach additional sheets if necessary)			

Action you feel should be taken:			

Complaints against Uvalde County Appraisal District Staff:

To be completed by the Chief Appraiser

Date Received: ___/___/___ Initials: _____

Date Contact Made: ___/___/___ Date of Meeting: ___/___/___

ACTION ON COMPLAINT: _____

REASON: _____

_____/_____/_____

Signature, Chief Appraiser

Complaints against the Chief Appraiser, ARB or single ARB Member:

To be completed by the Uvalde County Board of Directors Chairman

Date Received: ___/___/___ Initials: _____

Date of Meeting: ___/___/___

ACTION ON COMPLAINT: _____

REASON: _____

_____/_____/_____

Signature, Chairman Board of Directors