

**COMPLAINT POLICY & PROCEDURES**  
**VAL VERDE COUNTY APPRAISAL DISTRICT**

1. In an effort to provide the best possible service to the taxpayer and general public, the Board of Directors of the Val Verde County Appraisal District ("District") has adopted the following policies and procedures in regard to complaints concerning the Board of Directors ("Board"), the Appraisal 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 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 complaint.

3. Any complaint on any employee (other than the Chief Appraisal Review Board) of the Val Verde Appraisal 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 Board's presiding officer.

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 Board's presiding officer 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 ARB's presiding officer, 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 complain, 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.