

## **HCAD Policy for Taxpayer Complaints**

### **Complaints Against Employees**

1. All complaints from the public regarding employees of the district should be directed to the Chief Appraiser in writing.
2. The Chief Appraiser shall review all complaints regarding district employees to determine if there is validity to the complaint
3. The Chief Appraiser shall respond to the complaint against an employee in writing within ten days of receiving written notice.
4. Documentation of the complaint and the Chief Appraiser's response will be filed in the employee's permanent personnel record.
5. In the event that the complainant is not satisfied with the Chief Appraiser's resolution of the matter, the complainant may file a complaint with the Board of Directors who will consider the Chief Appraiser's action during a regularly scheduled meeting of the board. The complainant and the employee shall be notified of the date and time of the meeting to allow him/her the opportunity to communicate with the BOD on the matter.
6. Members of the public may also file complaints against appraisal district employees with the Texas Department of Licensing who will investigate the matter.

### **Complaints Against The Chief Appraiser**

1. All complaints from the public regarding the Chief Appraiser of the district should be directed to the Chairman of the Board of Directors in writing.
2. The Chairman of the BOD shall review all complaints regarding the chief appraiser to determine if there is validity to the complaint.
3. The Chairman of the BOD shall cause the matter to be placed on the agenda for the next regular board meeting for the full board's consideration. The complainant and the Chief Appraiser shall be notified of the date and time of the meeting to allow him/her the opportunity to communicate with the BOD on the matter.
4. The BOD shall respond to the complaint against the Chief Appraiser in writing within ten days of the regular meeting of the board where the matter was considered.
5. Documentation of the complaint and the BOD's response will be filed in the Chief Appraiser's permanent personnel record.
6. Members of the public may also file complaints against the Chief Appraiser with the Texas Department of Licensing who will investigate the matter.

### **Complaints Against The Appraisal Review Board (ARB)**

1. Complaints from the public regarding an Appraisal Review Board (ARB) member should be directed to the Chairman of the Board of Directors in writing.
2. The Chairman of the BOD shall review all complaints regarding an ARB member to determine if there is validity to the complaint
3. The Chairman of the BOD shall cause the matter to be placed on the agenda for the next regular board meeting for the full board's consideration. The complainant and the ARB member shall be notified of the date and time of the meeting to allow him/her the opportunity to communicate with the BOD on the matter. The BOD shall respond to the complaint against the ARB Chief Appraiser in writing within ten days of the regular meeting of the board where the matter was considered.

### **Complaints Against The Board of Directors (BOD)**

1. All complaints from the public regarding a member of the Board of Directors (BOD) should be directed to the Chairman of the Board of Directors in writing.
2. The Chairman of the BOD shall review all complaints regarding a BOD member to determine if there is validity to the complaint.
3. The Chairman of the BOD shall cause the matter to be placed on the agenda for the next regular board meeting for the full board's consideration. The complainant shall be notified of the date and time of the meeting to allow him/her the opportunity to communicate with the BOD on the matter.