

COMPLAINTS FILED AGAINST THE WALLER COUNTY APPRAISAL DISTRICT, APPRAISAL REVIEW BOARD MEMBER, OR BOARD OF DIRECTOR MEMBER

1. The board of directors provides for public complaints or grievances on any matter within the jurisdiction of the board of directors about policies and procedures against the Waller County Appraisal District, Appraisal Review Board and the Board of Directors. Complaints 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 and 41.41, Tax Code. The board intends that, whenever feasible, complaints and grievances be resolved at the lowest possible administrative level.

Correspondence shall be mailed to:
Chairman, Board of Directors
Waller County Appraisal District
P O Box 887
Hempstead, Texas 77445

- (1) The complaint/grievance should be in writing, request placement on the board agenda, along with all documentation, and specify the subject matter to be considered. The request must state who will make the presentation.
- (2) The complaint/grievance should be filed within 15 days of the event or series of events of which the complaint/grievance is alleged.
- (3) The chief appraiser shall have 10 days following the receipt of the complaint to notify the individuals, delegations, or complainants of the date, time and place of the meeting.
- (4) The chief appraiser shall provide the Board with copies of the original complaint/grievance, all responses, and any written documentation previously submitted by the individuals, delegations, complainants, and the administration. The board is not required to consider documentation not previously submitted or issues not previously stated.
- (5) 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.
- (6) The chairman of the board of directors may set reasonable time limits. The Board shall hear the complaint/grievance and may request a response from the appraisal district. The District shall make an audio tape recording before the Board. The Board shall then make and communicate its decision orally or in writing at any time up to and including the next regularly scheduled board meeting.

Exception: However, if the grievance involves a complaint or charge against another District employee or Board member, it shall be heard in a closed meeting unless an open hearing is requested in writing by the employee or Board member against whom the complaint or charge is brought. The employee will have to follow the guidelines set out in the Employee Handbook adopted by the Board of Directors.

The board of directors shall make to the public and taxing jurisdictions information of public interest describing the functions of the board and procedures for filing and resolving complaints by the board.

The board of directors, at least quarterly and until final disposition of any complaint filed, shall notify the parties to the complaint the status of the complaint unless notice would jeopardize and undercover investigation.

Citizens will not be permitted to enter into discussion or debate as other agenda items are being considered by the board.

