



TAXPAYER COMPLAINTS

Resolving Complaints to the Board of Directors

- (1) The Board of Directors will consider written complaints about the policies and procedures of the District, the Appraisal Review Board, the Board of Directors and any other matter within its jurisdiction. If the complaining party has impairment and cannot present his or her complaint in writing, the complaint can be recorded. The complaining party may also request to be placed on the agenda and present the written complaint in person to the Board.
- (2) The complaint must adequately describe the situation, the person or persons involved and the action the complaining party would like the Board to consider.
- (3) Complaints should be mailed to:

Chair, Board of Directors
Orange County Appraisal District
P.O. Box 457
Orange, Texas 77631-0457
- (4) A committee composed of the Chair or the Chair's designee and the Board's attorney will:
 - Acknowledge the complaint in writing;
 - Review the written complaint;
 - Investigate the facts;
 - Research available remedies; and
 - Present the complaint and recommendations to the Board.
- (5) The Board may outline other steps and/or take other actions as needed. Board deliberations concerning complaints will comply with provisions of the Texas Open Meeting Act, Chapter 551, Government Code.
- (6) Until the final disposition, the Board is to notify the complaining party at least quarterly on the status of his or her complaint if the written or recorded complaint is one that the Board has authority to resolve and unless such notice would jeopardize an investigation.
- (7) The Board will **not** consider complaints addressing any grounds for a challenge or protest before the Appraisal Review Board as set out in the Property Tax Code. The Board of Directors has no authority to overrule the Chief Appraiser or the Appraisal Review Board's decision on a value, a determination on an exemption or special use valuation, a correction, or a protest.