



Edwards Central Appraisal District

Written Complaint Procedures

1. In an effort to provide the best possible service to the taxpayer and general public, the Board of Directors of the Edwards Central Appraisal District has adopted the following policies and procedures in regard to complaints concerning the Board of Directors, the Appraisal Review Board (ARB), the Appraisal District in general and the Edwards Central 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 complainant.
3. Any complaint on any staff member of the Edwards Central Appraisal District shall be presented to the Chief Appraiser of the Appraisal 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 of Directors.
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 of Directors 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.
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 Chairman, the Chief Appraiser and, if applicable, the affected ARB member and direct the ARB member(s) to prepare a written statement in regards 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.
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 ten (10) business days of the Chief Appraiser's 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 ten (10) business days of the decision concerning the complaint.

****PLEASE REMEMBER, THE BOARD OF DIRECTORS DOES NOT PARTICIPATE IN THE APPRAISAL PROCESS. IF YOU HAVE A COMPLAINT CONCERNING THE APPRAISAL OF YOUR PROPERTY, THIS MATTER DOES NOT FALL UNDER THE JURISDICTION OF THE BOARD. PROPERTY VALUATIONS AND EXEMPTIONS CONCERNS MUST BE PROTESTED TO THE ARB.**

Complaints can be mailed to:

Edwards Central Appraisal District
P.O. Box 858
Rocksprings, TX 78880