

## COMPLAINTS

Written complaints that involve issues that are within the authority of the Board are to be considered by the Board or its designee, the taxpayer liaison officer.

The Board will consider complaints about itself, the Appraisal District, the Appraisal Review Board, or any of the following persons if the action which is the subject of the complaint was taken in such person's official capacity: a member of the Board of Directors, a member of the Appraisal Review Board, the Chief Appraiser, any employee of the appraisal district, any private person or firm who, by contract, performs governmental functions for the appraisal district.

A complaint may be addressed to any matter within the jurisdiction of the Board of Directors or any other matter involving the appraisal district or the Appraisal Review Board, except that a complaint may not be addressed for any of the grounds for protest before the Appraisal Review Board set out in Section 41.03, 41.41, 41.411 or 25.25 of The Texas Property Tax Code.

A complaint must be filed in writing. The Board of Directors will respond to written complaints about the policies and procedures of the appraisal district, Appraisal Review Board and the Board of Directors.

Correspondence should be addressed as follows and mailed to:

Chairman, Board of Directors  
Wichita Appraisal District  
P.O. Box 5172  
Wichita Falls, TX 76307

No employee or official of the appraisal district or Appraisal Review Board shall be sanctioned or disciplined in any manner by the Board in response to a complaint without being given an opportunity to be heard by the Board at one of its meetings. The Board may also allow the complaining party to appear before it.

Written complaints are forwarded to the taxpayer liaison officer. The agenda for each regularly scheduled meeting of the Board shall include an agenda item for a report by the taxpayer liaison officer. At each such meeting, he/she shall report to the Board on the nature and the status of the resolution of all complaints filed. Board deliberations concerning complaints must comply with the applicable provisions of the Texas Open Meetings Act. Until final disposition of each complaint and unless doing so would jeopardize an undercover investigation, the Board shall notify the parties to the complaint at least quarterly of the status of the complaint.