

Grievance or Complaint-

Public- any member of the public wishing to file a complaint or grievance against any employee of the Appraisal District must do so in writing to the attention of the Chief Appraiser. The Chief Appraiser shall research the complaint by conducting employee interviews and speaking with the complainant. Once the investigation interviews and research have been conducted a response shall be prepared and issued to the person who filed the complaint and the person whom the complaint was filed in writing within 7 business days after the investigation has been completed. The response shall be in writing and sent via certified mail to the person filing the complaint. The response shall be hand delivered to the employee to which the complaint was filed. The response should lay out the action that was taken based on the information gathered by the Chief Appraiser, and the resolution to the problem. Any further complaint or disagreement with the action taken must be taken to the Board of Directors against the Chief Appraiser. (See Public complaint against the Chief Appraiser)

Public Complaint against the Chief Appraiser-Any member of the public wishing to file a complaint against the Chief Appraiser may do so in writing. The complaint shall be in writing and sent to the Board of Directors Attention. Upon receipt of the complaint the board shall interview the Chief Appraiser in executive session of a board meeting. The board may wish to place the issue on the agenda of the next meeting or they may decide that no action is warranted. After a decision is made the board will inform the person filing the complaint if any action is taken and if so what action has been taken. The Board is not obligated to inform the complainant in writing. The Board shall also not be obligated to inform the Chief Appraiser in writing of their decision unless action is taken.

Required Information When Filing a Complaint

Only written complaints will be accepted. We will not accept complaints over the telephone or in person.

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 Polk Central 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

Polk Central Appraisal District

114 Mathews

Livingston, Texas 77351

(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.

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

Public Complaint against an ARB Member- Any member of the public wishing to file a grievance against an ARB member must do so in writing to the attention of the Chief Appraiser for delivery to the Board Chair or directly to the board chair.

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