

## **DICKENS COUNTY APPRAISAL DISTRICT**

### **Policies for Resolving Complaints**

The board will consider written complaints about the policies and procedures of the appraisal district, appraisal review board, the board of directors, and any other matter within its jurisdiction. The board will not consider complaints addressing any matter that could be grounds for a challenge, protest, or correction motion before the appraisal review board as set out in the Tax Code. The board of directors has no authority to overrule the chief appraiser or appraisal review board's decision on a value, a correction, or a protest. The board of Directors has no responsibility for setting tax rates, appraising property, adjusting appraisal, granting or denying exemptions, or any other matter directly affecting the value of property. Any complaint shall be first brought to the Chief Appraiser in writing for his or her initial investigation and determination. A complaint shall be filed with the Chief Appraiser not later than the 15<sup>th</sup> business days following the date the complainant knew, or with reasonable diligence should have known, about the circumstances serving as the basis for the complaint. Any complaint filed following such time shall be returned to the complainant by the Chief Appraiser as untimely. A complainant may appeal a dismissal of a complaint due to untimeliness to the board; however, the board's review of the matter shall be limited solely to the issue of whether the complaint was properly dismissed as untimely and shall not be made on the merits of the complaint.

Any written complaint must contain at a minimum the following information: (1) the name and contact information of the complainant; (2) a statement describing the nature of the complaint; (3) a statement of the facts underlying the complaint; and (4) the specific relief requested. Any complaint that does not contain all four requirements shall be returned to the complainant for amending. The Chief Appraiser shall conduct a conference with the complainant and respond in writing to the complaint not later than the 10<sup>th</sup> business day following his or her receipt of the complaint. The complainant may appeal the Chief Appraiser's response to the board by filing a written appeal not later than the 5<sup>th</sup> business day following receipt of the Chief Appraiser's response or upon expiration of the Chief Appraiser's deadline for issuing a response if one has not been issued. Such appeal shall be heard by the board at a future board meeting as determined by the Chairman.

**Complaints may be delivered to the appraisal office or mailed to:**

**Dickens County Appraisal District**

**PO Box 180, Dickens, Texas 79229**