

KINNEY COUNTY APPRAISAL DISTRICT

RESPONDING TO THE PUBLIC

POLICIES FOR RESOLVING

COMPLAINTS

A written complaint may be filed with the Chairperson of the Board. The Chairperson's name and address may be obtained from the Kinney County Appraisal District office. The complaint must state explicitly the issues involved with appropriate documentation and must be signed and dated by complainant. The board will consider complaints about itself, the appraisal district, the Appraisal Review Board (ARB), or any of the following persons: a member of the board of directors; a member of the ARB; the chief appraiser; a district employee; and any private person or firm who, by contract, performs governmental functions for the appraisal district. The following items which may be protested to the ARB per section 41.41 of the Tax Code cannot be resolved by the board.

1. Determination of appraised value
2. Unequal appraisal
3. Inclusion of property on appraisal records
4. Denial of an exemption
5. Disqualification for special appraisal
6. Identification of taxing units wherein taxable
7. Determination of ownership
8. Determination that a change of use of land previously receiving special appraisal under Chapter 23 of the Tax Code has occurred
9. Any other action that applies to the property owner and adversely affects him

The board shall consider the complaint at the first regular meeting after the complaint is received. If a written complaint is filed with the board that the board has authority to resolve, the Board will try to resolve all complaints within sixty (60) days, if not the board will notify in writing all parties stating the status of the complaint unless such notice would jeopardize an undercover investigation. The board will not respond to the complaint filed until any undercover investigation has been concluded and dismissed. The board shall notify the parties when a complaint is finally resolved. If a complaint is addressed to some action or omission specifically on the part of an individual member of the board of directors then the remaining board of directors, and as deemed appropriate by the board, the taxing unit(s) casting votes for the board member about which the complaint is filed, will investigate and resolve the matter.

If complaint is addressed to some action or omission specifically on the part of the chief appraiser, or if it otherwise appears that the chief appraiser could not objectively investigate the complaint and make impartial recommendations to the board then the board chair may refer the complaint to some other party with reasonable qualifications, as determined by the board, to perform the functions of the chief appraiser with regard to investigating the complaint and making recommendations to the board.