

IX. COMPLAINT PROCEDURES

- A. In an effort to provide the best possible service to the taxpayers and general public, the Board of Directors of the Fayette County Appraisal District (“District”) has adopted the following policies and procedures in regard to complaints concerning the Board of Directors (“Board”), the Appraisal Review Board (“ARB”), the Appraisal District in general and the appraisal district staff. It is our desire to establish a fair and impartial method of working out problems and situations when they arise.

- B. 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 complainant feels should be taken to resolve the situation. The written complaint shall be signed by the complainant.

- C. Any complaint against any employee (other than the Chief Appraiser or Appraisal Review Board) of the Fayette County Appraisal District shall be presented to the Chief Appraiser of the District. If the complaint concerns the Chief Appraiser or the Appraisal Review Board in general, or a particular member of the Appraisal Review Board, the written complaint shall be delivered to the Board of Directors’ presiding officer.

- D. 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.

- E. If the written complaint concerns the Chief Appraiser, the Board's presiding officer 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 which is scheduled at least three (3) working days after the chief appraiser received notice that a response would be required.