

HARDIN COUNTY APPRAISAL DISTRICT'S TAXPAYER COMPLIANT PROCEDURES

Resolving Complaints to the Board of Directors

- 1) In an effort to provide the best possible service to the taxpayer and general public, the Hardin County Appraisal District has adopted the following procedures in regards to complaints concerning the District's policies and procedures, the Board of Directors, the Appraisal Review Board, and any other matter within its jurisdiction.
- 2) All complaints must 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.
- 3) Complaints should be mailed to:

Chief Appraiser, Hardin CAD
Cc: Chairman, Board of Directors
PO Box 670
Kountze, TX 77625
- 4) A committee composed of the Chair or the Chair's designee and the Board's attorney will:
 - Acknowledge the complaint in writing;
 - Review the written complaint;
 - Investigate the facts;
 - Research available remedies; and
 - Present the complaint and recommendations to the Board.
- 5) The Board may outline other steps and/or take other actions as needed. Board deliberations concerning complaints will comply with provisions of the Texas Open Meeting Act, Chapter 551, Government Code.
- 6) Until the final disposition, the Board is to notify the complaining party at least quarterly on the status of his or her complaint if written or recorded complaint is one that the Board has authority to resolve and unless such notice would jeopardize an investigation.
- 7) The Board will **NOT** consider complaints addressing any grounds for challenge or protest before the Appraisal Review Board as set out in the Property Tax Code. The Board of Directors has no authority to overrule the Chief Appraiser or the Appraisal Review Board's decision on a value, a determination on an exemption or special use valuation, a correction, or a protest.