

6.04.00 Taxpayer Complaints and Public Access Policies

6.04.01 Complaint Procedures

Any person having a complaint concerning the Appraisal District and its operations that falls under the jurisdiction of the Board of Directors shall be granted the opportunity to discuss said complaint with the Board.

At each meeting of the Board, a portion of time for public comments will be allowed to hear any comments from the public on any matter under its jurisdiction: however, the Board may take no action at that time.

1. A taxpayer must further outline any special assistance or arrangements he or she will require in order to make his or her presentation to the Board, such as translators for non-English speaking or deaf persons, or special needs for a person having any physical, mental, or developmental disability.

2. If a taxpayer has an impairment and cannot present his or her complaint in writing, the complaint will be recorded by use of electronic media and played for the Board in lieu of the written complaint.

<http://www.window.state.tx.us/taxinfo/proptax/tc04/ch06a2.htm#6.04>

6.04.02 Complaints

The Board of directors may hear any complaint that falls under their jurisdiction. The Board does not have jurisdiction to hear a complaint on any matter that may be protested under Tax Code Section 41.41.

6.04.03 Public Access Policies

For non-English speaking persons or for the hearing impaired, a translator will be provided. The taxpayer must arrive at the Appraisal District office at least 30 minutes prior to the Board meeting in order to meet with the translator. All translators providing services for the Appraisal District will be notified at least one week in advance to arrange for the meeting. All translators will be compensated for their services based on their normal and customary fees for said services.

For persons having a physical, mental, or developmental disability, services will be provided, including but not limited to the following; proper arrangements for public forums to include the correct placement of microphones and sufficient area for wheelchairs and other mobility aides.

Tax Code 6.04 (e)

<http://www.window.state.tx.us/taxinfo/proptax/tc04/ch06a2.htm#6.04>