

PROCEDURES REGARDING HOW TAXPAYER COMPLAINTS ARE HANDLED
(Excerpt from Bastrop CAD Board of Directors Policy Manual)

BOD-002.03 Resolving Complaints

The board will consider written complaints about the policies and procedures of Bastrop Central Appraisal District, Bastrop County Appraisal Review Board, and the Bastrop CAD Board of Directors concerning matters within the board's jurisdiction.

Complaints against the appraisal district and its operations may be filed with the board in accordance to complaint filing procedures established by the board. ([Appendix E](#))

The board will not consider complaints addressing any of the grounds for challenge, protest, or motion for correction of appraisal roll that are specified in Section 41.03, 41.41, and Section 25.25, respectively.

The board of directors has no authority to overrule an agreement between the chief appraiser and a property owner on a matter specified in Section 1.111(e) or a determination of Bastrop Central Appraisal District Appraisal Review Board on a challenge, protest, or motion for correction made under authority of Section 41.07, 41.47, and Section 25.25, respectively.

Written complaints received by the board are forwarded to the board chairman. The agenda for each regularly scheduled meeting of the board shall include an agenda item if necessary for a report by the chief appraiser. At each such meeting, the chief appraiser shall report to the board of directors on the nature and the status of resolution of all complaints filed.

Board deliberations concerning complaints must comply with the applicable provisions of the Texas Open Meetings Act. Until final disposition of each complaint and unless doing so would jeopardize an undercover investigation, the board shall notify the parties to the complaint at least quarterly of the status of the complaint.

APPENDIX E
INSTRUCTIONS FOR FILING A COMPLAINT

(Modified in part from Taxpayers' Rights, Remedies, & Responsibilities as published by the Texas Comptroller of Public Accounts)

If you have a complaint concerning the appraisal district and its operations, with the exception of the valuations and exemptions which fall under the jurisdiction of the Appraisal Review Board (ARB), you may file your complaint with the district's chief appraiser. If the complaint is about the chief appraiser, the complaint is forwarded to the board chairman.

In order to file a complaint, the following procedures should be followed:

1. The complaint must be in writing and must adequately describe the specific facts which give rise to the complaint.
2. The chief appraiser will research the complaint for remedies. If the chief appraiser and the taxpayer can resolve the problem, the chief appraiser will report the complaint along with the resolution to the board. If the complaint cannot be resolved through the chief appraiser, the complaint will be placed on the agenda as an action item at the next meeting of the board. At this meeting, the taxpayer will be given the opportunity to present the complaint to the board in person.
3. The taxpayer must give the chief appraiser adequate time to research the complaint and attempt to resolve the situation. If the complaint must be presented to the board, adequate time must be allowed in order for the district to call a meeting and comply with the posting requirements of the Open Meetings Act.
4. A taxpayer must further outline to the chief appraiser any special assistance or arrangements that will be required in order to make his 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 development disability. The services must be requested at least five (5) working days in advance of the meeting.
5. If a taxpayer has a physical impairment and cannot present his complaint in writing, the complaint can be recorded and the recording will be played for the Board in lieu of the written complaint. Hearing impaired persons who TTY or TDD may call (512) 303-1930.

While a complaint is under investigation, the chief appraiser must report on the status of the complaint to both the taxpayer and to the board at their monthly meeting until the complaint is resolved, unless notification would jeopardize an investigation.

Please remember, the board of directors does not participate in the appraisal process. If you have a complaint concerning the appraisal of your property, this matter does not fall under the jurisdiction of the board of directors. Property valuations and exemption issues must be protested to the Appraisal Review Board pursuant to Section 41.41, Texas Tax Code.