

**POLICIES AND PROCEDURES FOR
RESOLVING COMPLAINTS AGAINST
SAN AUGUSTINE COUNTY APPRAISAL DISTRICT
OR
SAN AUGUSTINE COUNTY APPRAISAL REVIEW BOARD**

General Policy: It is the policy of the Board of Directors(the Board) to provide the public with a reasonable opportunity to address the Board on the subject of policies and procedures of the San Augustine County Appraisal District(the District) and the San Augustine County Appraisal Review Board(the ARB), on any issue under the Board’s jurisdiction. [Property Tax Code(the PTC) Section 6.04(d) and (f)]. At each regular scheduled meeting of the Board, there will be a sign in sheet for each person wishing to address the Board on such policies, procedures or issues, however, no person may address the Board with respect to the value of specific properties. Each person must sign in and will have three minutes to speak. The Board may vote to expand any person’s time for speaking. If a large number of persons wish to speak to the Board, the Board may vote to reduce each person’s time for speaking as may be reasonably necessary to allow the Board to complete its business and adjourn the meeting at a reasonable time. The Board may refuse to hear any person who attempts to speak on a subject unrelated to the Board’s jurisdiction. The Board’s deliberations at its meetings with respect to complaints can occur in open session or executive session as authorized by the Texas Open Meetings Act. [Texas Government Code – Chapter 551]

Interpreters: If a person who does not speak English wishes to address the Board at a meeting and that person is unable to provide their own interpreter, they should notify the Chief Appraiser in writing at least seven(7) business days prior to the meeting or earlier if possible. Upon receiving such notice, the Chief Appraiser shall arrange to have an interpreter at the meeting. [PTC Section 6.04] If the Chief Appraiser cannot arrange to have an interpreter present, the Chief Appraiser shall inform the Board at the meeting of the request received and the reason the Chief Appraiser was unable to provide an interpreter. The same procedure applies to anyone who communicates by sign language.

The sign in sheets at the Board’s meetings shall contain in English and Spanish a brief description of the Board’s policy concerning public access to the Board as follows:

The Board of Directors invites comments from the public about the policies and procedures of the San Augustine County Appraisal District and the Appraisal Review Board on any issue within the Board’s jurisdiction. You will be allotted approximately three minutes to speak. Additional time may be granted at the discretion of the Board. Discussions of value of specific properties will not be permitted.

Access by Disabled Persons Generally: The Chief Appraiser shall to the fullest extent practicable make sure that the District’s office and the conference room where the Board holds its meetings are compliant with Chapter 4 of the American Disabilities Act and is accessible to persons in wheelchairs and/or disabilities that affect their mobility.

If a person has a disability that prevents them from entering the District's office or the room where the Board's meeting is being held, or that otherwise prevents them from having access to the Board, they should notify the Chief Appraiser in writing at least seven (7) business days prior to the meeting, or earlier if possible. The notice should describe the person's disability and how it prevents the person from having access to the Board. Upon receiving such a notice, the Chief Appraiser shall determine whether the person can be given access to the Board by some temporary modification of the office, by means of assistance from the employees of the District or by relocating the meeting to another location. [PTC Section 6.04(e)] If the person cannot be given access to the Board in such a manner, the Chief Appraiser shall arrange for the person to address the Board by telephone from some other location through the use of a speakerphone. Under such circumstances, the Chief Appraiser shall inform the Board at the meeting of the reasons why the person was not able to address the Board in person.

Resolving Complaints: The Board will consider complaints to any matter within the jurisdiction of the Board regarding the policies and procedures of the District or the ARB. Provided however, the Board's jurisdiction does not include any complaint that specifically address grounds for appeals and protests before the ARB as set out in Chapter 41 of the PTC.

Complaints, which are on issues within the jurisdiction of the Board, may include any of the following, providing that the action, which is the subject of the complaint, was taken in an official capacity:

1. A member of the Board
2. A member of the ARB
3. An employee of the District, including, but not limited to the District's Chief Appraiser and
4. Any person or firm who, by contract with the District, performs functions of the District.

A complaint may be filed with the Board by any following persons or entities:

1. An owner or their representative of taxable property in the District;
2. A taxing unit for which the District appraises property;
3. The ARB or any member thereof;
4. The Chief Appraiser; or
5. Any employee or official of the District

All complaints must be filed in writing and addressed to the Chairman of the Board of Directors, the Board itself or the Chief Appraiser at:

San Augustine County Appraisal District
122 North Harrison
San Augustine, Texas 75972-1906

When a complaint is pending, at least once each calendar quarter, the Chief Appraiser shall notify the parties to the complaint(both the complaining party and the party against who the complaint is filed) in writing of the status of the complaint unless such notice would jeopardize an undercover investigation. The Chief Appraiser shall prepare proposed notices for consideration by the Board and shall deliver the notices approved by the Board.

APPROVED NOVEMBER 21, 2016.