

Procedure for Filing a Complaint by Members of the Public

If any Member of the Public wishes to file a complaint with the Jim Wells County Appraisal District's Board of Directors, concerning the Operation of the Appraisal District Office, Appraisal Review Board, Board of Directors or any other function, over which the Board of Directors has responsibility for, he or she may do so.

A "Written Letter of Complaint", stating the details of the complaint, must be delivered to the Jim Wells County Appraisal District Office, addressed to the Chairman of the Board of Directors, Jim Wells County Appraisal District. The Appraisal District's mailing address is P.O. Box 607, Alice, Texas 78333-0607 and the District's physical address is 1600 E. Main St., Suite #100, Alice, Texas 78332.

The name and mailing address of the person filing the written letter of complaint must be provided on the letter to allow the Appraisal District to provide follow-up information to the person filing the complaint regarding any Board meeting agenda item when the complaint will be discussed or when information about any Board action is taken in response to the complaint.

The Chief Appraiser will provide copies of all the complaint correspondence to all the Members of the Appraisal District's Board of Directors. The issues that were raised in the complaint, along with any commentary and any public testimony, will be discussed by the Board at the next regularly scheduled meeting of the Board of Directors, provided that public notice is given prior to the meeting as required by the Open Meetings Act.

No Appraisal District Employee, Appraisal Review Board Member or Board of Directors Member shall be sanctioned or disciplined in any manner by the Board of Directors in response to a complaint without being given an opportunity to be heard by the Board of Directors at a public meeting of the Board. Each Employee, and/or Appraisal Review Board Member, and/or Board of Directors Member shall cooperate fully with an investigation stemming from any complaint.

At each regular meeting of the Board of Directors the Chief Appraiser will report on the status of all pending complaints. Pursuant to Section 6.04(g), Texas Property Tax Code, the Board of Directors shall notify the parties to the complaint concerning its status on a quarterly basis until final disposition of the matter, unless notice would jeopardize an undercover investigation.