

## **Public Complaint**

If any member of the public wishes to file a complaint with the Matagorda County Appraisal District Board of Directors concerning the operation of the appraisal office or any other function over which the board has responsibility, he or she may do so, by written correspondence to the Chairman of the Board for the Matagorda County Appraisal District. The outlining complaint should be delivered to the Matagorda County Appraisal District, Chief Appraiser, 2225 Avenue G, Bay City, Texas 77414. The name and mailing address of the party that files complaint must be provided to allow for a follow-up with any agenda or board action taken in response to the complaint.

The chief appraiser will transmit copies of all the correspondence to members of the board of directors. The issue or issues outlined in such complaint or commentary will be discussed by the board at the next scheduled public meeting, and public testimony will be invited.

No employee or official of the appraisal district shall be sanctioned or disciplined in any manner by the board in response to a complaint without being given an opportunity to be heard by the board at a public meeting. Each employee and official of the appraisal district shall cooperate fully with an investigation stemming from any complaint.

At each regular meeting, the board shall request that the chief appraiser 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.

*All written complaints regarding the Appraisal Review Board or an individual member of the Appraisal Review Board will be received and handled in the same manner as stated above.*