

Policy for Resolving Complaints

The board will consider written complaints about the policies and procedures of the appraisal district, appraisal review board, and the board of directors and any other matter within the jurisdiction of the board of directors. The board will not consider complaints addressing any of the grounds for challenge and protest before the appraisal review board as set out in Sections 41.03 and 41.41, Tax Code. The board of directors has no authority to overrule the chief appraiser or appraisal review board's decision on a value, correction, or protest. The Board has adopted a written Complaint Policy and Procedures. Correspondence should be mailed to:

Presiding Officer, Board of Directors
Kerr Central Appraisal District
P. O. Box 294387
Kerrville, Texas 78029-4387

At each regularly scheduled meeting, the chief appraiser shall report to the board on the nature of complaints and the status of resolution. Board deliberations concerning complaints will comply with provisions of the Texas Open Meetings Act, Chapter 551, Government Code. At least quarterly and until final disposition of a complaint, the board notifies the parties to the complaint of its status unless notice would jeopardize an undercover investigation. [Sec. 6.04 (g), Tax Code]