Policies for Resolving Complaints

The Board will consider written complaints about the policies and procedures of the Hartley County Appraisal District, Appraisal Review Board, Board of Directors and any other matter within the Board's jurisdiction.

The Board will not consider complaints addressing any of the grounds for challenge, protest, or motion for correction of the appraisal roll that are specified in Section 41.03, 41.41, 41.411 or Section 25.25 of the Texas Property Tax Code. The Appraisal Review Board is responsible for operating within its Policies & Procedures. The Board of Directors may consider other types of complaints from property owners and taxing units. If a property owner has a complaint about the Appraisal District which cannot be resolved by the Chief Appraiser, the property owner should refer that complaint to the Board of Director's chairman, who will investigate the matter and report to the Board at the next regularly scheduled meeting. The Chief appraiser will notify the property owner of the status of the complaint and will further notify the property owner of the final resolution of the complaint. (Refer to Section 6.04 of the Texas Property Tax Code).

Complaints that fall within the jurisdiction of the Board include: the operations of the District, the Board of Directors, the Appraisal Review Board, or the actions of any of the following persons: the Chief Appraiser or District staff, a member of the Board of Directors, or a member of the Appraisal Review Board. The Board cannot hear complaints about property valuations, exemptions, special appraisals or any other matter that may be protested to the Appraisal Review Board.

Correspondence should be addressed as follows:

Chairman, Board of Directors
Hartley County Appraisal District
PO Box 405
Hartley, TX 79044-0405

The Board's deliberations at its meetings with respect to the complaints shall occur in open session or executive session, as authorized by the Texas Open Meetings Act, Article 6252-17, Texas Revised Civil Statutes.