

WHEELER CENTRAL APPRIASAL DISTRICT

POLICIES FOR RESOLVING COMPLAINTS

Consideration will be given to written complaints on any matter within the jurisdiction of the Board of Directors, except that a complaint may not be addressed to any of the grounds for challenge and protest before the appraisal review Board. The Board's deliberations at its meetings with respect to complaints shall occur in open session or executive session.

PUBLIC INFORMATION ABOUT THE BOARD OF DIRECTORS AND ABOUT COMPLAINTS

The Wheeler Central Appraisal District, like other Texas appraisal districts, has two distinct Boards working in conjunction with it; the Board of Directors and the appraisal review Board.

The Board of Directors is the Board ultimately responsible for governing the appraisal district. It consists of five (5) people selected by the taxing units for which the appraisal district appraises property; e.g., cities, school districts, and the county. The Directors serve two-year terms. The Board of Directors is responsible for approving the district's major administrative and financial decisions.

The Board of Directors, for example, approves the district's budget and makes decisions concerning major contracts. The Board of Directors also selects the district's Chief Appraiser and the members of the appraisal review Board. The Board of Directors, however, does not take an active role in the appraisal of properties. Properties in the appraisal district are appraised by the Chief Appraiser and his staff. If a property owner has some complaint about the appraisal of his property in a particular year, he should discuss that problem with the appraisal district's staff, or file a formal protest before the appraisal review Board.

The appraisal review Board is responsible for hearing and resolving protests from property owners concerning appraisal of their properties. The appraisal review Board's duties and a property owner's right to protest the appraisal of his property are more thoroughly explained in the pamphlet called Property Tax Basics available at

<http://www.window.state.tx.us/taxinfo/proptax/>.

While the appraisal review Board considers protests about the appraisals of particular properties, 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 at a meeting.