

Board of Directors Policy Manual

Complaint Resolution Policy

The Board will consider written complaints regarding issues the board has the authority to resolve at each meeting. Once a written complaint is received, a separate line item will be placed on the agenda of the next regularly scheduled meetings with the heading “Receive, consider and take action to resolve Written Complaints”. The board will consider, take appropriate action and the board Secretary shall notify the complainant in writing of the status and final disposition of the complaint.

In order for the Board to act, the written complaint must state explicitly the issue(s) involved in great detail, and have supporting documentation;

Board of Directors authority to resolve complaints extends to issues involving the Board of Directors, the Appraisal Review Board, or any of the following persons; a member of the Board of Directors, a member of the Appraisal Review Board, the Chief Appraiser, and any employee of the Appraisal District, and any private person or firm who, by contract, performs governmental functions or services for the Appraisal District.

Correspondence should be addressed as follows and mailed:

Chairman of the Board of Directors
Fannin Central Appraisal District
831 W. State Hwy 56
Bonham, TX 75418

Certain Limitations on Complaints

The Board **will not** consider complaints addressing any of the grounds for challenge, protest, or motion for correction of appraisal roll that are specified in Section 41.03, 41.41 and Section 25.25 respectively.

Examples include but are not limited to the following:

- Determination of Appraised Value;
- Unequal Appraisal;
- Adding or deletion of property from the Appraisal Rolls;
- Denial of exemption;
- Qualification for 1-d-1 Agricultural, Timber, or Wildlife Appraisal;
- Ownership determination;
- SITUS determinations;
- Or any other action that applies to the property tax liability.

Board deliberations concerning complaints must comply with the applicable provisions of the Texas Open Meetings Act.