

**POLICIES AND PROCEDURES FOR PUBLIC ACCESS AND THE RESOLUTION OF
COMPLAINTS FOR BOSQUE COUNTY CENTRAL APPRAISAL DISTRICT**

SECTION 1. POLICIES FOR PUBLIC ACCESS TO THE APPRAISAL DISTRICT'S BOARD OF DIRECTORS.

1.01. Policy and Procedure. It is the policy of the Board of Directors to provide the public with a reasonable opportunity to address the Board on the subject of the policies and procedures of the Appraisal District and the Appraisal Review Board and on any issue under the Board's jurisdiction. At each regularly scheduled meeting, the Chairman of the Board shall announce that each person wishing to address the Board on such policies, procedures, or issues may have five minutes in which to do so. The Board may vote to expand any person's time for speaking. If a large number of persons wish to speak to the Board, the Board may vote to reduce each person's time for speaking as may be reasonably necessary to allow the Board to complete its business and adjourn the meeting at a reasonable time. The Board may refuse to hear any person who attempts to speak on a subject unrelated to the policies and procedures of the Appraisal District or the Appraisal Review Board and unrelated to any other issue under the Boards jurisdiction.

1.02. Written Procedures for Public Comments at Board Meetings. The procedures for making public comments at Board meetings will be written in English and Spanish and posted in the District's pamphlet on Board functions and public access. This will be a brief description concerning public access to the Board, and access by disabled or Non-English speaking persons as follows:

a. At each regular meeting, the Board of Directors invites comments from the public about the policies and procedures of the Appraisal District, the Appraisal Review Board, and about other matters with the Board's jurisdiction. If you wish to address the Board, but do not speak English, and if you cannot bring your own interpreter, please notify the District's chief appraiser in writing at least two business days prior to the meeting. Arrangements will be made for an interpreter. If you have a disability that prevents you from speaking to the Board, please notify the District's chief appraiser in writing at least two days prior to the meeting, and the District will try to help you.

b. En cada una de sus reuniones ordinarias la Junta Directiva invita al publico a presentar sus comentarios sobre las politicas y los procedimientos del Distrito de Tasacion y de la Junta de Analisis de Tasaciones, asi como sobre los demas asuntos comprendidos dentro de la competencia de la Junta. Si desea dirigirse a la Junta y no habla ingles y le es imposible presentarse con su interprete personal, sirvase comunicarse por escrito con el jefe de valoracion, por lo menos dos dias habiles antes de la reunion. Se haran arreglos para conseguir un interprete. Si sufre de algun impedimento o incapacidad que le impida hablar ante la Junta, sirvase comunicarse por escrito con el jefe de valoracion, por lo menos dos dias habiles antes de la reunion. El Distrito hara lo posible para ayudarle.

1.03. Access by Disabled Persons. The Bosque County Central Appraisal District strives to provide reasonable access to the Board by disabled persons. As part of this effort, there is a parking space for use only by disabled persons and maintains wheelchair accessibility to the Customer Service area and to the boardroom. The BCCAD office located at 9293 Hwy 6, Meridian, Texas, has a van accessible parking space for the handicapped in front of the building. The board meeting room and ARB hearing room are also wheelchair accessible. A person who needs additional assistance for entry or access should notify the District's Chief Appraiser in writing at least two business days before the regularly scheduled meeting.

SECTION 2. POLICIES FOR RESOLVING COMPLAINTS.

2.01. Right of Complaint. The Board will consider complaints about itself, the Appraisal District, the Appraisal Review Board, or any of the following, if the action which is the subject of the complaint was taken in such person's official capacity:

- a. A member of the Board of Directors;
- b. A member of the Appraisal Review Board;
- c. The Chief Appraiser;
- d. Any employee of the Appraisal District; and
- e. Any private person or firm who, by contract, performs governmental functions for the Appraisal District.

2.02. Persons Filing Complaint. A complaint may be filed with the Board by any of the following persons or entities.

- a. An owner of taxable property in the appraisal district;
- b. A taxing unit for which the appraisal district appraises property;
- c. The Appraisal Review Board or any member thereof;
- d. The Chief Appraiser; or
- e. Any employee of the Appraisal District

2.03. Scope of Complaint. A complaint may be addressed to any matter within the jurisdiction of the Board of Directors or any other matter involving the Appraisal District or the Appraisal Review Board, except that a complaint may not be addressed to any of the grounds for protests before the Appraisal Review Board as set out in Sections 41.41 (1 – 9) and 41.411 of the Texas Property Tax Code.

2.04. Notice of complaint. A complaint must be filed in writing and addressed to the Chairman of the Board or the Board itself. The mailing address of the Board shall be the Appraisal District's mailing address.

2.05. Complaint Received Since Last Board Meeting. The Chairman of the Board, at any time, may refer a complaint received since the Board's last regular meeting to the chief appraiser for investigation.

2.06 Reports to Board Regarding Complaints. At each regular meeting the Board shall request that the chief appraiser report on the status of all the pending complaints which have previously been referred by the Board or by its Chairman. The Board shall take the actions it may deem reasonable and appropriate to resolve a complaint. With respect to each complaint received since its last regular meeting, the Board shall either take some action to resolve the complaint or refer the complaint to the chief appraiser for investigation. If such a complaint has already been referred to the chief appraiser by the Chairman, the Board shall either take some action to resolve that complaint or ratify the Chairman's decision to refer it to the chief appraiser.

2.07 Hearing Procedures. No employee or official of the Appraisal District or Appraisal Review Board 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 one of its meetings. The Board may also allow the complaining person or entity to appear before it.

2.08 Deliberations by the Board. The Board's deliberations at its meetings with respect to complaints, shall occur in open session or executive session as authorized by Section 551.001 (5) of the Texas Government Code.

2.09 Investigation Procedures. In response to each complaint referred by the Board or by the Chairman, the chief appraiser shall investigate the validity of each complaint. After conducting the investigation, the findings of the investigation shall be reported to the Board at its meeting with a recommendation made to resolve the complaint.

2.10 Cooperation with An Investigation. Each employee and official of the Appraisal District shall cooperate fully with an investigation being conducted by the Chief Appraiser.

2.11 Determination of Complaint by the Board of Directors. When a complaint is pending, at least once each calendar quarter, the Board shall notify the parties to the complaint (both the complaining party and the party against whom the complaint is filed) in writing of the status of the complaint unless such notice would jeopardize an undercover investigation. The Board shall notify the parties when a complaint is finally resolved. The Chief Appraiser shall prepare proposed notices for consideration by the Board and shall deliver the notices as approved by the Board.

SECTION 3. MEANS OF DISTRIBUTING PUBLIC INFORMATION ABOUT THE BOARD OF DIRECTORS, ACCESS TO THE BOARD, AND COMPLAINTS.

3.01 Explanation of Board Functions and Procedures. According to Section 6.04 (f) of the Texas Property Tax Code, the district shall prepare information of public interest describing the function of the Board, the procedures by which the public may have access to the Board, and the Board's procedures by which complaints are filed and resolved. This information shall be made available to the public, and the appropriate taxing jurisdictions, in a pamphlet form to be placed on the district's web-site and available at the office of the district. The pamphlet shall be printed on 8 ½" x 11" photocopy paper and placed in the district's information center in the foyer.

3.02. Bosque County Central Appraisal District Board of Directors Functions and Public Access. The pamphlet shall contain the following wording:

The board of directors is the governing body of the appraisal district. The board is made up of five members that are selected by the taxing units that have jurisdiction in Bosque County. The county tax assessor/collector serves as a non-voting sixth member of the board.

What is the purpose of the district's board of directors?

The primary responsibilities of the Board of Directors are to:

- Establish the appraisal district's appraisal office;
- Adopt the district's annual operating budget;
- Contract for necessary services;
- Hire a chief appraiser;
- Appoint the Appraisal Review Board (ARB) members; and,
- Make general policy on the appraisal district's operations.

Can the Board help me get my value changed?

The Board of Directors has no jurisdiction over the value placed upon a property by the Chief Appraiser. If a property owner has some complaint about the appraisal of their property in a particular year, they 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 the appraisal of their properties.

When does the Board of Directors meet?

The Bosque BOD typically conducts its regular meeting on the third Thursday of the month at 7 pm, at least quarterly.

How do I know when the BOD is meeting?

Meetings of the BOD are subject to the Open Meetings Laws and agendas must be posted at least 72 hours prior to the board’s meeting. Agendas for these meetings are filed in the Bosque County Clerk’s office and posted with other public notices at the county courthouse as well as on the front door of the appraisal district.

What do I do if I have a complaint about an action taken by the district or of the district’s employees?

You should first communicate with the chief appraiser about it. The chief appraiser will investigate your complaint and respond back to you in writing regarding the complaint. If you are still unhappy about the chief appraiser’s handling of the situation, you may express your complaint before the board at one of its regular meetings. Time is allotted on the agenda for public comments.

How do I handle complaints against the Chief Appraiser?

All complaints regarding the Chief Appraiser should be directed to the chairman of the board in writing. The chairman will investigate the complaint and make the BOD aware of it.

Do I have the same opportunity to complain about the ARB or BOD?

Yes. You should direct all of your complaints in writing to the chairman of the BOD. The chairman will cause the matter to be investigated further and brought to the attention of the BOD.

How do I communicate with the BOD?

If you wish to address the board, you may do so at a regular meeting of the board. A portion of each meeting is set aside for public comments. If your topic requires action of the board, the chairman will cause the item to be placed on an agenda for a future meeting.

What do I do if I need special assistance or an interpreter?

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You should address the letters to the chairman of the BOD and mail (or deliver) it to the appraisal district at:

Bosque County Central Appraisal District

9293 Hwy 6 / P.O. Box 393

Meridian, TX 76665-0393

Phone: 254-435-2304

Fax: 254-435-6139

Email: feedback@bosquecad.com