

Board of Directors



DELTA COUNTY APPRAISAL DISTRICT

POLICY NUMBER: 201

POLICY NAME: RESOLUTION OF COMPLAINTS

TEXAS PROPERTY TAX CODE SEC. 6.04(g)

It is the policy of Delta County Appraisal District Board of Directors, that individuals filing complaints that the board has the authority to resolve be done so in writing. The complaint must state explicitly the nature of the complaint, the issues involved, include appropriate documentation, expected outcome, current contact information, and must be signed and dated by the complainant.

The chief appraiser shall investigate the validity of each complaint and initiate the appropriate path to arrive at resolution.

All complaints shall begin as informal inquiries and shall be resolved at this level if possible. Complaints not satisfied at the informal inquiry level will progress to the formal level.

Complaints filed with the board of directors that the board has the authority to resolve that remain unresolved require notification as to the status every 90 days until a resolution is reached. An exception is made if notification would jeopardize an undercover investigation.