

# Somervell Central Appraisal District

## Complaint Procedures

112 Allen Drive

Glen Rose, Texas 76043

[Somervellcad@yahoo.com](mailto:Somervellcad@yahoo.com)

(254) 897-4094

## RESPONDING TO INQUIRIES AND COMPLAINTS FROM THE PUBLIC

There are times when an individual may make an inquiry with the Somervell Central Appraisal District or file a complaint.

When complaints or concerns occur, they should be resolved at the lowest possible administrative level through an informal process of cooperative agreement among the affected individuals. However, when the informal process fails to provide resolution, an individual is entitled to file a formal complaint and seek a review of any administrative decisions made by the Chief Appraiser to the Central Appraisal District of Johnson County Board of Directors.

### **How to Proceed with The Informal Process**

The Somervell Central Appraisal District periodically distributes information in the local newspapers and forms that need to be completed regarding exemptions, special valuations, reappraisal notices etc. Staff members may be contacted for informal help with specific concerns via the phone or at the front counter. All staff members should attempt to resolve the concern as amicably and expeditiously as possible. During this informal stage, no records are required to be kept. If the district prepares anything in writing, a copy is kept.

The Somervell Central Appraisal District has made available on its website at [somervellcad.net](http://somervellcad.net) additional links, phone numbers and contact information that would be beneficial to the taxpayers in the county.

### **How to File a Formal Complaint**

When a concern of complaint is not resolved through the informal process, taxpayers may initiate the formal complaint process outlined below.

1. The Board of Directors provides for public complaints or grievances on any matter within the jurisdiction of the Board of Directors about policies and procedures of the Somervell Central Appraisal District, Appraisal Review Board and the Board of Directors. The board will not consider complaints addressing any of the grounds for challenge and protest before the Appraisal Review Board as set out in Section 41.03 and 41.41, Tax Code. The Board of Directors has no authority to overrule the Chief Appraiser or Appraisal Review Board's decision on a value, exemption, correction, or protest. The board intends that, whenever feasible, complaints and grievances are resolved at the lowest possible administrative level.

2. Correspondence shall be mailed to:

Somervell Central Appraisal District  
Wes Rollen, Chief Appraiser  
112 Allen Drive  
Glen Rose, Texas 76043

3. The complaint/grievance should be in writing, request placement on the board agenda, along with all documentation, and specify the subject matter to be considered. The request must state who will make the presentation.
4. The complaint/grievance should be filed within 15 days of the event or series of events of which the complaint/grievance is alleged.
5. The Chief Appraiser shall have 10 days following the receipt of the complaint to notify the individuals, delegations, or complainants of the date, time and place of the meeting.
6. The Chief Appraiser shall provide the Board of Directors with copies of the original complaint/grievance, all responses, and any written documentation previously submitted by the individuals, delegations, complainants, and the administration. The Board is not required to consider documentation not previously submitted or issues not previously stated.
7. The Board's deliberations at its meetings with respect to complaints shall occur in open session, as authorized by the Texas Open Meetings Act, Article 6252-17, Tex.Rev.Civ.Stats.
8. The Chairman of the Board of Directors may set reasonable time limits. The Board shall hear the complaint/grievance and may request a response from the appraisal district. The Board shall then make and communicate its decision orally or in writing at any time up to and including the next regularly scheduled board meeting.

However, if the grievance involves a complaint or charge against another appraisal district employee or Board member, it shall be heard in a closed meeting unless an open hearing is requested in writing by the employee or Board member against whom the complaint or charge is brought. The employee will have to follow the guidelines set out in the Employee Handbook adopted by the Board of Directors.

The board of directors shall make to the public and taxing jurisdictions information of public interest describing the functions of the board and procedures for filing and resolving complaints by the board.

The board of directors, at least quarterly and until final disposition of any complaint filed, shall notify the parties to the complaint the status of the complaint unless notice would jeopardize an undercover investigation.

Citizens will not be permitted to enter into discussion or debate as other agenda items are being considered by the board.

# Complaint from the Public

Somervell Central Appraisal District  
112 Allen Drive  
Glen Rose, Texas 76043

## TO BE COMPLETED BY THE COMPLAINANT

Name:		Phone:	
_____	_____	_____	_____
Last	First	Home	Work
Address			
_____			
Street	City	State	Zip
E-mail address _____		Cell Phone# _____	
STATE COMPLAINT (Attach additional sheets if necessary)			
_____		____/____/____	
Signature, Complainant		Date	

## LEVEL: 1 - TO BE COMPLETED BY THE CHIEF APPRAISER

Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Received Initials \_\_\_\_\_  
Date Made \_\_\_\_/\_\_\_\_/\_\_\_\_ Contact Made Date of Meeting \_\_\_\_/\_\_\_\_/\_\_\_\_

ACTION ON COMPLAINT: \_\_\_\_\_ Granted \_\_\_\_\_ Denied \_\_\_\_\_

REASON: \_\_\_\_\_ (Must be completed if denied.)

\_\_\_\_\_  
\_\_\_\_/\_\_\_\_/\_\_\_\_  
Signature, Chief Appraiser Date

If you wish to request a review of the decision of the Chief Appraiser, you may do so by forwarding this completed form with a note explaining your reason for disagreeing with the decision of Somervell Central Appraisal District, Chairman, Board of Directors.

## LEVEL: 2 - TO BE COMPLETED BY THE CHAIRMAN, CAD BOARD OF DIRECTORS

Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Received Initials \_\_\_\_\_  
Date Made \_\_\_\_/\_\_\_\_/\_\_\_\_

Date Contact Made

Date of Meeting \_\_\_\_/\_\_\_\_/\_\_\_\_

ACTION ON COMPLAINT: \_\_\_\_\_Granted Denied

REASON: (Must be completed if denied.)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_/\_\_\_\_/\_\_\_\_

Signature, Chairman Board of Directors

Date