

Franklin County Appraisal District

Complaint Policy/Procedure

Complaints

If the complaint concerns ANYTHING other than value, please ask to speak with the Chief Appraiser. If they are unable to resolve the issue, you may file a written complaint with the Board of Directors or you may request to be put on the next agenda for the Board of directors to express your concerns.

The Board's deliberations at its meetings with respect to complaints, shall occur in open session or executive session as authorized by the Texas Open Meetings Act. In response to each complaint referred to the Chief Appraiser by the Board or by the Chairman, the Chief Appraiser shall investigate the validity of the complaint, and after conducting the investigation, make a written report to the Board. The Chief Appraiser shall report to the Board at its meetings on the result of the investigations and make recommendations to the Board.

Any person or persons wishing to address the Board of Directors must make a written request, starting in detail the subject to be present, to the Chief Appraiser at least (4) days prior to the next scheduled board meeting.

All complaints must be filed in writing. The Board of Directors will respond to written complaints about the policies and procedures of the Appraisal District, Appraisal Review Board, and the Board of Directors.

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. At each regular meeting the Board shall request that the Chief Appraiser report on the status of all pending complaints which have been previously been referred to the Chief Appraiser by the Board or by its Chairman. The Board shall take the actions it may deem reasonable and appropriate to resolve a complaint. 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 the opportunity to be heard by the Board at one of its meetings. The Board may also allow the complaining party to appear before it.

The Board of Directors has no responsibility for setting tax rates, appraising property, adjusting appraisals, granting or denying exemptions, or any other matter directly affecting the value of property.

Value or Exemption Complaints

If the complaint is concerning your value, please ask to speak with an appraiser informally, or file a protest with the Appraisal Review Board.

The Appraisal District staff will assist you with obtaining the necessary forms for any Exemption, AG/Timber Special-use Appraisal applications, or protest form. Additionally, if you have any questions on your appraisal or Notice of Appraised Value the CAD staff will be available for assistance.

Adopted this 22nd of May 2025

Chairman board of Directors

Secretary Board of Directors