

## Atascosa Central Appraisal District Board of Directors Policy and Procedures Manual

### Complaint Procedures

H. Any person may present a complaint to the chairman of the board regarding any matter that the Board has authority to resolve. Such complaints must be made in writing, addressed and delivered to the chairman of the board at 624 N. Main Street or P.O. Box 600, Pleasanton, Texas 78064, or via electronic mail to the address on the website. Upon receipt the complaint shall be provided to the standing complaint committee for investigation and response and report any necessary findings to the Board. The Board of Directors shall take the actions it may deem reasonable and appropriate to resolve a complaint. The Board may also allow the complaining party to appear before it. 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, Article 6252-17 Texas Revised Civil Statutes.

(Page 8)