

Where to file a complaint

Review by the Appraisal Review Board

The Appraisal Review Board (ARB) is a panel of local property owners who are appointed by the appraisal district board of directors. This panel serves as a quasi-judicial board with the authority to hear property owner protests. The panel meets in open session pursuant to the Texas Open Meetings Act and reviews each protest, rendering a binding decision in each matter.

Property owners may seek informal review with appraisal district staff, or they may file a formal protest with this panel. If the property owner does not agree with the decision of the panel, they may pursue further protest options including binding arbitration (available in certain situations) or they may file suit in district court.

One of the many responsibilities of the ARB is to consider and investigate complaints filed by the public. This policy covers how to file a complaint. It also establishes the matters that the ARB has authority to address as a result of this complaint process.

The ARB will consider written complaints related to matters under its jurisdiction including but not limited to policies, procedures or conduct of the:

- 1. District staff**
- 2. Appraisal Review Board Members**

***NOTE:** You should consider the nature of your complaint regarding the ARB. If your complaint regards illegal or unprofessional conduct of the ARB or a member thereof, you may consider filing your complaint with the Board of Directors.*

Written complaints should be addressed as follows:

Chairperson, Appraisal Review Board
Cherokee County Appraisal District
P. O. Box 494
Rusk, Texas 75785

The ARB will not address complaints based upon a challenge, protest or motion for correction that are governed by TPTC §41.03, 41.41 or §25.25. Furthermore, the ARB will not address complaints resulting from matters governed by §1.111, 41.07, 41.47 or §25.25.

If the ARB finds that it has no authority to address a complaint it shall notify the complainant in writing specifying so. For matters within the ARB's purview, the ARB shall update the complainant quarterly regarding the status of the complaint unless such notification would jeopardize an undercover investigation. Any discussion or action on a matter of complaint shall be considered by the ARB in compliance with the Texas Open Meetings Act.