

Where to file a complaint

Review by the Board of Directors

The Board of Directors is the governing body of the appraisal district. The directors are elected to office pursuant to state statutes by the governing bodies of each participating taxing authority in the county. The Board is made up of five voting members and the county tax assessor who serves as a non-voting member.

One of the many responsibilities of the Board 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 Board has authority to address.

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

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| 1. The Chief Appraiser | 3. Agricultural Advisory Board |
| 2. Appraisal Review Board | 4. Board of Directors |

Written complaints should be addressed as follows:

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

The Board 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 Board will not address complaints resulting from matters governed by §1.111, 41.07, 41.47 or §25.25.

If the Board finds that it has no authority to address a complaint it shall notify the complainant in writing specifying so. For matters within the Board's purview, the Board 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 Board in compliance with the Texas Open Meetings Act.