

# Where to file a complaint

## *Review by the Chief Appraiser*

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A Chief Appraiser serves as the chief executive officer of the appraisal district. They are hired by the board of directors and serves at the pleasure of the board. The Chief Appraiser is responsible for many statutory duties and oversees the administration of the Texas Property Tax Code and other relevant sections of law.

As the chief executive officer, the Chief Appraiser is responsible for the hiring and conduct of district personnel. As such, if you have a formal complaint about district staff, policies or procedures, you should direct your complaint to the Chief Appraiser.

If however your complaint is about the Chief Appraiser, you should file a complaint with the district's Board of Directors.

Written complaints should be addressed as follows:

Chief Appraiser  
Cherokee County Appraisal District  
P. O. Box 494  
Rusk, Texas 75785

The Chief Appraiser shall update the complainant quarterly regarding the status of the complaint unless such notification would jeopardize an undercover investigation.