**COMAL APPRAISAL DISTRICT**

**BOARD OF DIRECTORS**

Resolving Complaints

The Comal Appraisal District's board of directors will consider written complaints about policies and procedures of the Comal Appraisal District, the Comal Appraisal Review Board, the Board of Directors and any other matter within the board's jurisdiction. Correspondence should be addressed as follows and mailed to:

Chairman, Comal Appraisal District Board of Directors
900 S. Seguin Ave.
New Braunfels, TX 78131-1222

The Board will not consider complaints addressing any of the grounds for a challenge, a protest, or a motion for correction of the appraisal roll that are specified in Sections 41.03, 41.41, and 25.25 of the Texas Property Tax Code.

The Board of Directors has no authority to overrule an agreement between the Chief Appraiser and a property owner on a matter specified in Texas Property Tax Code Section 1.111(e) or a determination of the Comal Appraisal Review Board on a challenge, a protest, or motion for correction made under authority of Sections 41.07, 41.47, and 25.25 of the Texas Property Tax Code.

Members of the public may file a complaint with the Comal Appraisal Board of Directors concerning the operation of the Appraisal Office or any other function the board has responsibility. If a member of the public wishes to file a complaint, he or she should do so in writing and mail or deliver the complaint to the Comal Appraisal District's Chief Appraiser. The complainant should provide the board with their name, address and contact information. The Chief appraiser shall pass on the written complaints to each member of the Board of Directors.

Complaints will be acted upon by the board at the next scheduled public meeting. Public testimony is invited. In accordance with Texas Property Tax Code, Section 6.04(g), the board, at least quarterly and until final disposition of the complaint, shall notify the complainant, and any other parties involved as to the status of the complaint, unless notice would jeopardize an investigation.