

TAXPAYER COMMENTS, SUGGESTIONS & COMPLAINTS

The GCAD Board of Directors, appraisal district employees and members of the appraisal review board are dedicated to providing the property owner the best experience possible by treating you professionally and with respect. However, sometimes parties will disagree. The Board appointed Taxpayer Liaison Officer (TLO) serves as an intermediary between the property owner and the Board of Directors, with regard to specific property matters.

The TLO is responsible for resolving complaints concerning the policies and procedures of the District and the Board of Directors. In addition, the TLO is responsible for receiving, and compiling a list of, written *comments* and *suggestions* filed by the chief appraiser, a property owner or a property owner's agent concerning the matters listed in Property Tax Code Section 5.103(b) or any other matter related to the fairness and efficiency of the appraisal review board established for the appraisal district. The TLO shall forward all written *comments* and *suggestions* to the comptroller in a form and manner prescribed by the comptroller.

Resolving Complaints

Any complaint requiring action by the Board must be filed in writing with the Taxpayer Liaison Officer (TLO). The written complaint must adequately describe the situation, the person(s) involved and the action(s) the property owner would like the board to consider concerning the complaint. The property owner's contact information must also be included.

Complaint Resolved by the Taxpayer Liaison Officer

After receiving adequate information from the complainant, the TLO will research the complaint with an objective of resolving any issues. The TLO shall report to the Board of Directors at each regularly scheduled meeting the status or resolution of any complaint.

Complaint Unresolved by the Taxpayer Liaison Officer

A property owner who is unable to reach a resolution with the TLO will be granted the opportunity to present the complaint to the Board in person. The complaint will be placed as an action item on the agenda for the next regularly scheduled Board meeting. Board deliberations concerning complaints must comply with the applicable provisions of the Texas Open Meetings Act, Chapter 551, Government Code.

Taxpayer Liaison Officer Report

The TLO submits a report to the Board of Directors at each regular meeting detailing the monthly activities as liaison officer as follows:

1. All communications received from property owners
2. Number of resolved complaints
3. Number and status of outstanding complaints

Public Access Policies Interpreter

The District will provide an interpreter at a board meeting if a non-English speaking person or a person who communicates by sign language notifies the TLO in writing at least five (5) days in advance of the board meeting. The person must indicate that he or she wishes to address the Board and is unable to provide an interpreter.

Special Access Requirements

The GCAD building has van accessible and handicapped parking spaces in front of the building. The board meeting room is wheelchair accessible. For those property owners who have a physical, mental or developmental disability, desiring to appear before the Board, a written request should be filed with the TLO five (5) days in advance of the Board meeting. The District will make every effort to provide the necessary services, including but not limited to, providing the proper arrangement for public forums to include the correct placement of microphones and sufficient area for wheelchairs and other mobility aides.

GCAD Taxpayer Liaison Officer:

Norman Franzke

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Approved by BoD-May 13, 2020