



## Administrative Complaint Form

The purpose of this form is to assist you in filing a complaint. If you would like to file an administrative complaint, carefully review the options below to decide the best avenue. It is important to note that this complaint process DOES NOT refer to formal protests of value, equity, or related matters that may affect your property. All complaints are handled with a sense of urgency.

All complaints must be submitted in writing in order to maintain the integrity of the complaint for all parties involved.

Please provide the following information:

*(The information provided will be used to notify you of the status/outcome of your complaint)*

Name	<input type="text"/>	Property ID	<input type="text"/>	Date	<input type="text"/>
Address	<input type="text"/>			Phone	<input type="text"/>
E-mail Address	<input type="text"/>				

Who is the complaint against:

- |  |   |   |                                |
|--|---|---|--------------------------------|
| <input type="checkbox"/> CAD Policies and Procedures | <input type="checkbox"/> CAD Chief Appraiser            | <input type="checkbox"/> CAD Board of Directors |                                |
| <input type="checkbox"/> ARB \ ARB Member            | <input type="checkbox"/> Taxpayer Liaison Officer (TLO) | <input type="checkbox"/> Hearing Process        | <input type="checkbox"/> Other |

Please provide details for filing the complaint:

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signed

Date

To submit complaint by mail:

El Paso Central Appraisal District  
c/o Administrative Complaints  
5801 Trowbridge  
El Paso, TX 79925

To submit complaint by E-mail:

El Paso Central Appraisal District  
c/o Administrative Complaints  
  
admin@epcad.org

## COMPLAINT PROCEDURE

- I. The following procedures are used for complaints concerning the Chief Appraiser. All complaints must be submitted in writing in order to maintain the integrity of the complaint for all parties involved. A complaint received by a Board of Directors' member, ARB member, Appraisal District staff member, or taxing entity representative, shall be:
  - i. Referred to the Taxpayer Liaison Officer;
  - ii. The Taxpayer Liaison Officer shall review the complaint and provide a copy of same to the Chairman of the Board of Directors, and request all supporting documentation from the Executive Director/Chief Appraiser to be used in review and investigation of the complaint;
  - iii. The Taxpayer Liaison Officer will make the complaint known to all parties involved and advise the Board of Directors;
  - iv. The Taxpayer Liaison Officer shall have a written report of each complaint available within 15 days of receipt. The report will be submitted to the Board of Directors at its first meeting following the 15-day deadline;
  - v. The Taxpayer Liaison Officer will keep all parties, including the Executive Director/Chief Appraiser and the Board of Directors, informed of each new development of the complaint and report on the status of the complaint until resolved. The complaint will remain on file with Taxpayer Liaison Officer and be part of the recorded minutes of the Board of Directors' meetings when presented.
- II. The following procedures are used for complaints concerning the ARB Chairman, ARB Secretary, or Board of Directors' member. All complaints must be submitted in writing in order to maintain the integrity of the complaint for all parties involved. A complaint received by a Board of Directors' member, ARB member, Appraisal District staff member, or taxing entity representative, shall be:
  - i. Referred to the Taxpayer Liaison Officer;
  - ii. The Taxpayer Liaison Officer shall review the complaint and provide a copy of same to the local Administrative District Judge and/or the Chairman of the Board of Directors, and request all supporting documentation from the Chairman of the ARB or Chairman of the Board of Directors to be used in review and investigation of the complaint;
  - iii. The Taxpayer Liaison Officer will make the complaint known to all parties involved and advise the local Administrative District Judge and/or the Board of Directors; and the Executive Director/Chief Appraiser;
  - iv. The Taxpayer Liaison Officer shall have a written report of each complaint available within 15 days of receipt. The report will be submitted to the local Administrative District Judge and/or the Board of Directors at its first meeting following the 15-day deadline;
  - v. The Taxpayer Liaison Officer will keep all parties, including the local Administrative District Judge and/or the Board of Directors; and Executive Director/Chief Appraiser, informed of each new development of the complaint and report on the status of the complaint until resolved. The complaint will remain on file with Taxpayer Liaison Officer and be part of the recorded minutes of the Board of Directors' meetings when presented.
- III. The following procedures are used for complaints concerning the Taxpayer Liaison Officer. All complaints must be submitted in writing in order to maintain the integrity of the complaint for all parties involved. A complaint received by a Board of Directors' member, ARB member, Appraisal District staff member, or taxing entity representative, shall be:
  - i. Referred to the Executive Director/Chief Appraiser;
  - ii. The Executive Director/Chief Appraiser shall review the complaint and provide a copy of same to the Chairman of the Board of Directors, and request all supporting documentation from the Taxpayer Liaison Officer to be used in review and investigation of the complaint;
  - iii. The Executive Director/Chief Appraiser will make the complaint known to all parties involved and advise the Board of Directors;
  - iv. The Executive Director/Chief Appraiser shall have a written report of each complaint available within 15 days of receipt. The report will be submitted to the Board of Directors at its first meeting following the 15-day deadline;
  - v. The Executive Director/Chief Appraiser will keep all parties, including the Board of Directors, informed of each new development of the complaint and report on the status of the complaint until resolved. The complaint will remain on file with Executive Director/Chief Appraiser and be part of the recorded minutes of the Board of Directors' meetings when presented.
- IV. The following procedures are used for complaints concerning the Appraisal District policies and processes. All complaints must be submitted in writing in order to maintain the integrity of the complaint for all parties involved. A complaint received by a Board of Directors' member, ARB member, Appraisal District staff member, or taxing entity representative, shall be:
  - i. Referred to the Taxpayer Liaison Officer;
  - ii. The Taxpayer Liaison Officer shall review the complaint and provide a copy of same to the Executive Director/Chief Appraiser, Director and Manager of Department involved in complaint, and request all supporting documentation from the Appraisal District staff to be used in review and investigation of the complaint;
  - iii. The Taxpayer Liaison Officer will make the complaint known to all parties involved;
  - iv. The Director or Manager shall have a written report of each complaint available within 15 days of receipt. The report will be submitted to the Taxpayer Liaison Officer;
  - v. The Taxpayer Liaison Officer will keep all parties, including the Executive Director/Chief Appraiser, informed of each new development of the complaint and report on the status of the complaint until resolved. The complaint will remain on file with the Taxpayer Liaison Officer.
- V. The following procedures are used for complaints concerning the ARB members, excluding the ARB Chairman and ARB Secretary. All complaints must be submitted in writing in order to maintain the integrity of the complaint for all parties involved. A complaint received by a Board of Directors' member, ARB member, Appraisal District staff member, or taxing entity representative, shall be:
  - i. Referred to the Taxpayer Liaison Officer;
  - ii. The Taxpayer Liaison Officer shall review the complaint and provide a copy of same to local Administrative District Judge and the Chairman of the ARB, and request all supporting documentation from the Chairman of the ARB to be used in review and investigation of the complaint;
  - iii. The Taxpayer Liaison Officer will make the complaint known to all parties involved and advise the local Administrative District Judge, Chairman of the ARB and the Executive Director/Chief Appraiser;
  - iv. The Taxpayer Liaison Officer shall have a written report of each complaint available within 15 days of receipt. The report will be submitted to the local Administrative District Judge and the Chairman of the ARB;
  - v. The Taxpayer Liaison Officer will keep all parties, including the local Administrative District Judge, Chairman of the ARB and Executive Director/Chief Appraiser, informed of each new development of the complaint and report on the status of the complaint until resolved. The complaint will remain on file with Taxpayer Liaison Officer and be part of the recorded minutes of the Board of Directors' meetings when presented.