

***Grievance Policy***

The Board will consider written complaints about the policies and procedures of the appraisal district, the Appraisal Review board, the Board of Directors, any specific member thereof, or any other matter within its lawful jurisdiction; however, it cannot consider any matter that might involve a challenge, protest, or correction before the Appraisal Review Board as set out in the Texas Property Tax Code. Additionally, the Board has no authority to overrule the Chief Appraiser or an Appraisal Review Board's decision on a value, correction, or a protest. Your complaint should specify the name of individual(s), Board or department involved, dates, nature of the complaint and your contact information.

Please mail or deliver written complaints and correspondence to:

Board Chair  
Milam Appraisal District  
P O Box 769  
120 N. Houston Ave  
Cameron, Texas 76520

The Board of Directors will appoint a grievance committee of two board members to review, investigate and address filed complaints. At each regularly scheduled meeting, the appointed grievance committee shall report to the Board on the nature of complaints and the status of resolution, if there are any.

Board deliberations concerning complaints will comply with provisions of the Texas Open Meetings Act, Chapter 551 of Government Code.

Until final disposition of a complaint, the Board notifies the parties at least quarterly on the status of a complaint unless notice would jeopardize an investigation.