



La Salle County Appraisal District

P. O. Box 1530

204 NE Lane St

Cotulla, Texas 78014

Phone: (830) 879-4756 FAX: (830) 879-4067

EMAIL: office@lasallescad.com

HOW TO FILE A COMPLAINT, COMMENT, OR SUGGESTIONS INVOLVING THE BOARD OF DIRECTORS, APPRAISAL REVIEW BOARD, TAXPAYER LIAISON OFFICER, OR CHIEF APPRAISER

You may file a complaint, comment, or suggestion with the Taxpayer Liaison Officer (TLO) involving any matter under the jurisdiction Board of Directors, which includes: the Board of Directors, the Appraisal Review Board, Taxpayer Liaison Officer, or the Chief Appraiser. Matters outside the jurisdiction of the Board of Directors include: property valuations, exemptions, or any other matter that may be protested to the ARB.

If the TLO receives any complaints, comments, or suggestions regarding appraisal district staff, he/she will notify the Chief Appraiser prior to making any direct contact with the appraisal district staff involved.

Any complaint requiring action by the Board must be filed through the TLO. The TLO is appointed by the Board and acts as an intermediary between the taxpayer and the Board. The TLO is Robert Maupin. In order to file a complaint the necessary steps must be taken:

1. File a written complaint with the TLO at P.O. Box 1530 Cotulla, Texas 78014. The complaint should adequately describe the situation, the person(s) involved, and the action(s) the complainant would like the Board to take concerning the complaint.
2. The TLO will research each complaint for all possible remedies. If the TLO and the complainant are able to resolve the problem, the TLO will then report the problem and its resolution in the informational report to the Board at their next regular scheduled meeting. If the TLO and the complainant are not able to resolve the problem, the TLO will place the complaint as an action item on the agenda for the next regular scheduled meeting of the Board of Directors.
3. In order for an unresolved complaint to be placed as an action item on the Board's agenda, reasonable time must be given to notify all parties involved in the complaint and to allow proper time to comply with the Open Meetings Act.
4. A complainant must further outline any special assistance or arrangements required in order to make a presentation to the Board, such as translators for non-English speaking or deaf persons, or special needs for a person having any physical, mental, or development disability.
5. If a complainant has impairment and cannot present the complaint in writing, the complaint will be recorded and played for the Board in lieu of the written complaint.
6. If an unresolved complaint involves a District employee, including the Chief Appraiser, the employee will be notified of the complaint and must submit a written response to be presented along with the complaint at the next regular scheduled meeting of the Board of Directors.



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While a complaint is under investigation, the TL0 will report on the status of the complaint to both the complainant and the Board at their monthly meetings until the complaint is resolved and presented to the Board, unless notification would jeopardize an investigation.

PLEASE REMEMBER, THE BOARD OF DIRECTORS DOES NOT PARTICIPATE IN THE APPRAISAL PROCESS. COMPLAINTS CONCERNING THE APPRAISAL OF PROPERTY OR AN EXEMPTION MUST BE PROTESTED TO THE APPRAISAL REVIEW BOARD. THE PROCESS TO FILE FOR FURTHER ACTION ON THE DECISION OF THE APPRAISAL REVIEW BOARD IS CONTAINED WITH THE DETERMINATION ORDER.