



COMPLAINT PROCEDURES

Public guidance for written complaints concerning Nolan CAD, the Appraisal Review Board, and related officials

Purpose. Nolan Central Appraisal District is committed to providing a clear process for submitting and reviewing written complaints about matters within the authority of the Board of Directors. This procedure does not replace a property owner's statutory protest, appeal, or correction rights under the Texas Property Tax Code.

What the Board May Consider

The Board of Directors, or its designee, may consider written complaints concerning:

- Nolan Central Appraisal District and its policies or procedures;
- The Nolan County Appraisal Review Board (ARB);
- The Board of Directors;
- The Chief Appraiser or an appraisal district employee, when the conduct at issue occurred in an official capacity;
- An ARB member or Board member, when the conduct at issue occurred in an official capacity; or
- A private person or firm performing governmental functions for Nolan CAD under contract.

Matters That Are Not Handled Through This Complaint Process

A complaint may address matters within the jurisdiction of the Board of Directors or other matters involving Nolan CAD or the ARB. However, this complaint process may not be used as a substitute for matters that must be raised through the statutory protest or correction process, including grounds addressed by Texas Property Tax Code Sections 41.03, 41.41, 41.411, or 25.25.

How to Submit a Complaint

Complaints must be submitted in writing. Include enough information to identify the issue, the person or office involved, the relevant dates, and the action or resolution requested. Written complaints should be directed to the Board of Directors and mailed to:

Nolan Central Appraisal District

Attn: Board of Directors
P.O. Box 1256
Sweetwater, TX 79556-1256

Contact

Phone: 325-235-8421
Website: www.nolan-cad.org
Street: 208 Elm St., Sweetwater, TX 79556

Review and Board Process

STEP	WHAT TO EXPECT
1	Written complaints are forwarded for review and, when appropriate, to the Board of Directors.
2	The agenda for each regularly scheduled Board meeting may include an item for complaints or comments from the public.
3	Before the Board sanctions or disciplines an appraisal district or ARB employee or official in response to a complaint, that person must be given an opportunity to be heard by the Board at a meeting. The Board may also allow the complaining party to appear.
4	Board deliberations concerning complaints must comply with applicable requirements of the Texas Open Meetings Act.
5	Until a complaint is finally resolved, the parties to the complaint will be notified of its status at least quarterly.