

# Do You Have A Complaint?



FCAD's administration and staff are dedicated to treating each person we come in contact with fairly and professionally.

If you have a complaint, you should let us know.

## What do I do if I have a complaint about an action taken by the district or of the district's employees?

You should first communicate with the chief appraiser about it. The chief appraiser will investigate your complaint and respond back to you in writing regarding the complaint within ten days. If you are still unhappy about the chief appraiser's handling of the situation, you may express your complaint before the board at one of its regular meetings. Time is allotted on the agenda for public comments.

## How do I handle complaints against the Chief Appraiser?

All complaints regarding the Chief Appraiser should be directed to the chairman of the board in writing. The chairman will investigate the complaint and make the BOD aware of it. You will be informed by written notice from the board chairman within ten days of the conclusion of their investigation.

## Do I have the same opportunity to complain about the ARB or BOD?

Yes. You should direct all of your complaints in writing to the chairman of the BOD. The chairman will cause the matter to be investigated further and brought to the attention of the BOD.

## What do I do if I need special assistance or an interpreter?

If you are handicapped or need special assistance or even if you need an interpreter, those needs will be provided if you make your request known at least 72 hours before the board meeting. You may make your request known by contacting the chief appraiser by phone or by letter.

## How do I communicate with the BOD?

If you wish to address the board, you may do so at a regular meeting of the board. A portion of each meeting is set aside for public comments.

If your topic requires action of the board, the chairman will cause the item to be placed on an agenda for a future meeting.

You should address the letters to the chairman of the BOD and mail (or deliver) it to the appraisal district at:

Freestone Central Appraisal District  
218 N Mount  
Fairfield, TX 75840

Phone: 903.389.5510

Fax: 903.389.5955

Email: [general.info@freestonecad.org](mailto:general.info@freestonecad.org)