

## PUBLIC ACCESS

1. It is the policy of the board of directors to provide the public with a reasonable opportunity to address the board on the subject of the policies and procedures of the appraisal district and the appraisal review board and on any issue under the board's jurisdiction.
2. At each regularly scheduled meeting the chairman of the board shall announce that each person wishing to address the board may do so. The board may refuse to hear any person who attempts to speak on a subject unrelated to the policies and procedures of the appraisal district or the appraisal review board.
3. If a person who does not speak English wishes to address the board, an interpreter will be provided.
4. Consideration will be given to written complaints on any matter within the jurisdiction of the board of directors, except a complaint concerning a challenge or protest before the appraisal review board. A complaint addressing the value of property also will not be given consideration.
5. All complaints shall be addressed to the Chairman of the Board of Directors for the appraisal district.
6. At each regularly scheduled meeting, the chief appraiser shall deliver by written or oral report the nature of the complaints and the status of resolution. The board's deliberations at its meeting with respect to complaint shall occur in open session or executive session, as authorized by the Texas Open Meetings Act. All complaints shall be resolved in a timely manner.
7. The board will notify the property owner of the status of his complaint as least once each calendar quarter and will notify the property owner of the final resolution of the complaint.