



ARB Complaint Procedures

The taxpayer liaison officer is responsible for receiving, and compiling a list of, comments, complaints, and suggestions filed by the chief appraiser, a property owner, or a property owner's agent concerning any matter related to the fairness and efficiency of the appraisal review board established for the appraisal district

Texas Property Tax Code Sec.6.052 (a)

The taxpayer liaison officer shall report to the board of directors of the appraisal district at each meeting on the status of all comments, complaints, and suggestions filed with the taxpayer liaison officer.

Texas Property Tax Code Sec.6.052 (c)

Submitting a Comment, Complaint or Suggestion:

When submitting a comments, complaints, and suggestion, please address to:

**Taxpayer Liaison Officer
P.O. Box 908002
Midland, Texas 79708-0002**

Information to Include:

- Your name, address and telephone number.
- Your email address, if you would like to be contacted via email.
- The name of the ARB person or persons about whom you are complaining.
- The issue about which you are complaining.
- The date, if applicable, of the incident about which you are complaining.
- The exact nature of the complaint.

Note: Only written complaints will be accepted.

What to Expect:

The taxpayer liaison officer will contact you regarding the nature of the event. If only submitting a “comment”, the officer may not contact you, unless requested. Any comment, complaint or suggestion will be addressed at the next regularly scheduled Board of Directors meeting.

If a written complaint is filed with the board that the board has authority to resolve, the board, at least quarterly and until final disposition of the complaint, shall notify the parties to the complaint of the status of the complaint unless notice would jeopardize the investigation.

Texas Property Tax Code Sec.6.04 (g)

You may also Contact the Taxpayer Liaison Officer at:

tlo@midcad.org