

## ARB Complaint Procedures

Complaint Authority- The Board of Directors of the Shelby County Appraisal District have authority over the Appraisal Review Board Members. The Appraisal Review Board members are appointed by the Board of Directors.

### **Filing a Complaint**

To file a complaint with regard to the ARB, please notify in writing by regular mail, first class mail:

Board of Directors Shelby CAD  
Chairman of Board  
724 Shelbyville Street  
Center, Texas 75935

Only written complaints will be accepted.

When you file a complaint, please include the following information;

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

### **What to Expect When a Complaint is Filed**

The complaint will be addressed at the next regularly scheduled Board of Directors meeting and you will receive either an email or written letter explaining the Board of Directors determination of the matter.