

Taxpayer Liaison Officer (TLO)

The taxpayer liaison officer handles public access and informational matters. The liaison officer also resolves complaints that fall outside the jurisdiction of the appraisal review board. At each regular meeting of the board, the taxpayer liaison officer reports on the number, nature and status of resolution on any complaints.

The taxpayer liaison officer's duties include:

- Administer the public access functions required by the Property Tax Code.
- Supports efforts to assist property owners in understanding the appraisal process, protest procedures and related matters.
- Report to the board at each meeting on the status of all complaints.
- Assist access to the board by non-English speaking and disabled property owners.
- Prepare information describing board functions and procedures involving how complaints are filed and resolved.
- Perform other duties and responsibilities as assigned.

Policies for Reviewing and Responding to Complaints

The board of directors will consider written complaints about the policies and procedures of the appraisal district, the Appraisal Review Board, the Board of Directors, any specific member thereof, or any other matter within its lawful jurisdiction; however, it *cannot* consider any matter that might involve a challenge, protest, or correction before the appraisal review board as set out in the Texas Property Tax Code. Additionally, *the board has no authority to overrule the chief appraiser or an appraisal review board's decision on a value, correction or a protest.* Your complaint should specify the name of individual/s, board or department involved, dates, nature of the complaint and your contact information.

Please mail or deliver written complaints and correspondence to:

Theresa Norris
Taxpayer Liaison Officer
Gregg County Appraisal District
4367 W Loop 281
Longview TX 75604