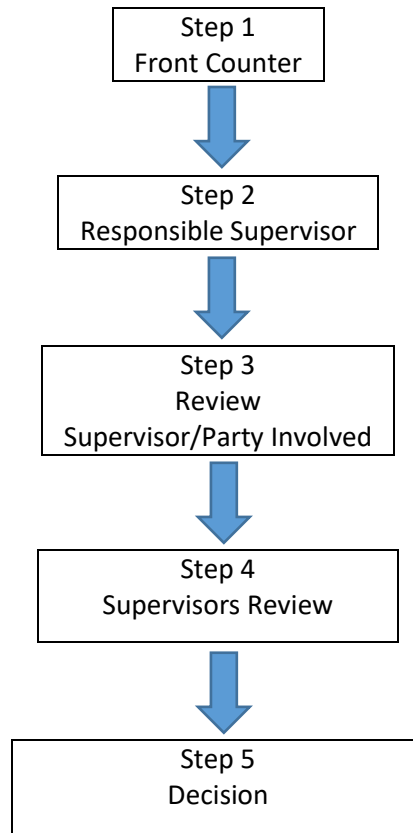


HCAD Complaint Procedures



Step 1: Complaint is addressed verbally at the front counter in an attempt to resolve without involving supervisors. If the front staff cannot resolve the issue a supervisor is then contacted.

Step 2: The supervisor of the department that concerns the complaint will then verbally attempt to resolve complaint. If they are not available the supervisor on staff shall take the complaint, at this point the complaint must be put into writing.

Step 3: The complaint is then reviewed by responsible supervisor along with any staff member or evidence provided.

Step 4: The supervisors review the complaint and discuss action.

Step 5: We then notify the taxpayer/staff member that the complaint has been resolved and will be notified via mail.