

Customer Resolution Procedures

Our goal is to resolve all issues or questions efficiently and courteously, all matters are reviewed on a case by case situation. If a property owner/customer has a concern or question, they may contact our office by phone, at our office, or by email. Customer concerns are resolved in a prompt and courteous manner. All concerns are answered verbally and /or by written correspondence.

Any issues that cannot be resolved with a staff member will be taken to their immediate supervisor or the appropriate supervisor that can resolve the issue. Any issues not answered by the supervisors will go directly to our Directors of Appraisals or Deputy Chief Appraiser.

Our office receives feedback from our customer service survey and on our website, info@prad.org. The same above mentioned process will be used with our survey and website questions.

Copies of this procedure are at our customer service area located at the front of our office and available on our website, [prad.org/PRAD information](http://prad.org/PRAD%20information).