

Complaint/Appeal Process

1. General Policy

Newton County through the assistance of GLO will be responsible for responding to complaints and appeals in a timely and professional manner. Newton County will keep a record of each complaint or appeal that it receives to include all communications and their resolutions.

When a complaint or appeal is received, a representative will respond to the complainant or appellant within three (3) business days where practicable. For expediency, Newton County will utilize telephone communication as the primary method of contact; however, email and postmarked letters will be used as necessary.

2. Responsibilities

For 2016 homeowner inquiries/appeals Newton County has task its consultant, Gary Traylor & Associates, to handle.

The consultant is responsible for (1) determining whether or not complaints and appeals relate to the business or authority of Newton County, (2) ensuring that a response to all complaints and appeals are within the appropriate time frame (a response must be provided within 15 working days of the receipt of the complaint), and (3) ushering all complaints and appeals through to a resolution. Newton County has established an internal procedure for handling incoming complaints, including a complaint escalation process in order to ensure that complaints are handled at the earliest stage in the process. All appeals or complaints will be routed through the consultant firm initially. If the issue is not resolved, it will be escalated to the County Commissioner's Court. If no resolution is obtained at this stage, the issue will be escalated to the GLO for final resolution.

Complaints/ Appeals should be submitted to:

**Christel Kiker
Administrative Assistant
Gary Traylor & Associates
P.O Box 7035
Tyler, TX 75711
903-581-0500 X235**