



## Complaints That Go “Formal” Can Get Dismissed Too

I just received word from two clients whose *Formal* complaints received full *Dismissals* from TALCB!

When a Texas appraiser learns about a complaint for the first time, this is what TALCB calls an *Initial Notice of Complaint*. The appraiser is required to respond to this notice within 20 days, and then the board will decide whether to resolve the case with some type of dismissal (either outright, a *Warning*, or a *Contingent Dismissal*), or “go Formal.” This is supposed to occur within three months of TALCB receiving the complaint.

When a complaint before the board is elevated from *Initial Notice* to *Formal*, it can be for any of several reasons:

- The complaint includes a number of appraisal reports, or the appraiser has two or more open complaints; or
- The complexity of the complaint requires the investigator takes more time than the three months previously mentioned; but most often
- It is due to a poorly crafted and/or incomplete response.

The board has as long as twelve months to resolve the Formal complaint.

The second and third reasons are where I can help. What appears to be a complex assignment can be made much more clear with a well-crafted supplemental response. In the instance of a poorly composed and incomplete response, I’ve found a re-written and re-submitted response can have a very positive effect on the outcome of a complaint.