



IMPORTANT NOTICE

Your completed complaint form and any supporting documents, the agent authorization form and the prescribed filing fee must be submitted as shown on the assessment notice or Tax Notice, prior to the deadline indicated. Complaints with an incomplete complaint form, complaints submitted after the filing deadline or complaints without the required filing fee are invalid.



Where do I start. . .

1. I have questions about my Tax Notice

Contact your Assessor. Making sure you and the Assessor are clear on the valuation process and details of the property involved can often resolve issues you may have.

2. I am not able to resolve my issues and want to file a complaint.

Complete an Assessment Review Board Complaint form. Read and complete the Complaint form **IN FULL**. Provide a copy of your Tax Notice and any other supporting documents. Complaint fee is payable at this time. Ask your Municipality for a Complaint form and information on fees.



OLDMAN RIVER REGIONAL SERVICES COMMISSION

3105 - 16 Avenue North
Lethbridge Alberta
T1H 5E8

Bonnie Andres / Lenze Kuiper
ORRSC Assessment Review Board Coordinator
Office Phone: 403-329-1344
Direct Line: 403-388-3567
E-mail: bonnieandres@orrsc.com



Filing an Assessment Complaint?

*I have questions about my
Tax Notice*

*OR I disagree with my
Assessment...*

What's next?

Overview

To ensure property owners have a voice in the property assessment system, the Municipal Government Act has set out a complaints and appeals system for property owners who have concerns about their assessment.

The assessment complaints and appeals process involves filing a complaint with your municipality's assessment review board.

Consult your assessment notice and municipality for information on complaint deadlines.

Who will hear my complaint?

Property assessment complaints are heard by the municipally administered assessment review boards (ARBs).

ARB's receive support and policy direction from the Province to ensure fair application of the law to all Albertans.

Assessment review board members and clerks are required to complete the training program approved by the minister of Municipal Affairs.

What is the Role of the Assessment Review Board?

It is ARB members who are responsible for adjudicating complaints. They attend hearings, receive evidence and arguments from the parties and make decisions. They must find facts, and interpret and apply the law to every complaint. In addition to the legislation, ARB members are subject to the principles of natural justice and must be free from bias or conflict of interest.



What Can I Expect at the Hearing?

The ARB acts much like a judge in a trial and lets the parties **make their own cases as they see fit**. The board does not act as an advocate for any party. Board members may ask questions, but these are generally to clarify points made by the parties rather than to fill in major gaps in the evidence or introduce arguments beyond what the parties have presented.

You must bring a copy (1) of your disclosure to the hearing. This is in addition to the copies filed prior to the hearing.

If you do not attend this hearing, the Board may proceed in your absence.

What Can I Do to Prepare for My Hearing?

Preparation is key; To ensure all your evidence is heard by the Assessment Review Board, present your evidence in writing prior to the hearing in the disclosure process.

The Complainant and the Assessor (the Respondent) are required to disclose evidence to each other within the time frames set out in the Regulation and as posted on the Receipt of Complaint / Notice of Hearing.

The Regional Assessment Review Board must not hear any evidence that has not been disclosed in accordance with the Regulation. Disclosure may be filed by Email or Mail (please allow time for delivery, as disclosure must be received on or before the deadline provided).

For further information on how to prepare for your hearing, please review the "Filing a Property Assessment Complaint and Preparing for Your Hearing" guide at <http://www.municipalaffairs.alberta.ca/documents/as/Filing%20a%20property%20assessment%20complaint%20and%20preparing%20for%20your%20hearing.pdf>



Your complaint is subject to the Matters Relating to Assessment Complaints Regulation 201/2017 (MRAC). This is available to you at http://www.gp.alberta.ca/documents/Regs/2017_201.pdf