

NOTICES OF SUBSTANTIVE POLICY STATEMENTS

The Administrative Procedure Act requires the publication of substantive policy statements issued by agencies (A.R.S. § 41-1013(B)(14)). Substantive policy statements are written expressions which inform the general public of an agency's current approach to rule or regulation practice. Substantive policy statements are advisory only. A substantive policy statement does not include internal procedural documents that only affect the internal procedures of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules made in accordance with the Arizona Administrative Procedure Act. If you believe that a substantive policy statement does impose additional requirements or penalties on regulated parties you may petition the agency under A.R.S. § 41-1033 for a review of the statement.

NOTICE OF SUBSTANTIVE POLICY STATEMENT

BOARD OF APPRAISAL

[M05-210]

1. Subject of the substantive policy statement and the substantive policy statement number by which the policy statement is referenced:

Guidelines for Board Complaint Resolution; Substantive Policy Statement #1

2. Date the substantive policy statement was issued and the effective date of the policy statement if different from the issuance date:

July 21, 2005

3. Summary of the contents of the substantive policy statement:

This policy statement establishes guidelines for the resolution of complaints received by the Board.

4. A statement as to whether the substantive policy statement is a new statement or a revision:

This is a new statement.

5. The name and address of the person to whom questions and comments about the substantive policy statement may be directed:

Name: Deborah G. Pearson, Executive Director, Arizona Board of Appraisal

Address: 1400 W. Washington, Suite 360
Phoenix, AZ 85007

Telephone: (602) 542-1539

Fax: (602) 542-1598

E-mail: appraisal@appraisal.state.az.us

6. Information about where a person may obtain a copy of the substantive policy statement and the costs for obtaining the policy statement:

A copy of the policy statement may be obtained from the Arizona Board of Appraisal's web site at www.appraisal.state.az.us or by contacting the Board by electronic mail, by telephone, in person, by fax, or in writing at the contact information listed in item #5. The cost if provided by the Board is 25 cents per page.