

## **Austin County Tax Assessor-Collector Customer Compact**

The Austin County Tax Office is the county agency responsible for processing vehicle registrations, timed permits, placards and titling of motor vehicles/trailers for residents located in Austin County.

### **Agency Vision**

The Austin County Tax Office objective is to provide the best possible service to the citizens of the county in a fair, timely, efficient and courteous manner.

### **Customer Service Principles**

Our customers can expect the Tax Office to:

- exercise courtesy and respect;
- be fair, ethical, and professional;
- provide timely and responsive service;
- give clear, accurate, and consistent information;
- follow through on its commitments;
- strive for continuous improvement in all of our services; and
- go the extra mile in our efforts to serve.

### **Customer Feedback**

Customer feedback received through e-mails, shown on the county website, enables the agency to develop and support continuous activities for improving the way we conduct business.

Customers can contact us by phone, correspondence, or email, the Austin County Tax Office will handle each inquiry in a professional manner that is tailored to your needs.

If you contact us by phone, you will reach one of our deputies. If you contact us through email or mail, our goal is to respond to you within timely manner.

### **By Phone**

Phone inquiries can be directed to (979) 865-8633. Our hours of operation are 8:00 a.m. to 4:30 p.m. Central Standard Time, Monday through Friday (excluding courthouse holidays).

### **Email**

Email inquiries, suggestions, or complaints can be sent to [krinn@austincounty.com](mailto:krinn@austincounty.com)

### **By U.S. Mail**

Send letters to us at the following address:

Austin County Tax Assessor-Collector  
804 E. Wendt Street  
Bellville, Texas 77418

Please include:

- your name and mailing address (telephone number and email are optional);
- a description of your comment or concern, including any background information or underlying facts; and

- the specific action or measure you are requesting of us.

### **Customer Complaint Process**

If you have a concern or complaint about the Austin County Tax Office that has not been resolved to your satisfaction, contact the Austin County Tax Assessor-Collector, online, or by mail as listed above, and we will respond to you within three business days. Please provide as much detail about the issue as you can, including date, time, the person you spoke with, etc.

### **Additional Information**

For additional information about the Austin County Tax Office:

- Please visit our website <https://www.austincounty.com/page/austin.County.Assessor.Collector>