

APPRAISER CERTIFICATION AND LICENSURE BOARD

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DEPARTMENT OF
CONSUMER AND
BUSINESS SERVICES

June 13 1997

Herbert S. Yolles, Chairman

Appraisal Subcommittee

Federal Financial Institutions Examination Council

2100 Pennsylvania Avenue, NW, Suite 200

Washington D. C. 20037

Dear Mr. Yolles:

Thank you for your recent letter with recommendations for improvement to our regulatory program. On behalf of the Oregon Appraiser Certification and Licensure Board I am responding to your recommendations:

- **The Board has a large number of open complaints dating from 1993, 1994 and 1995 which require expeditious resolution.**

At your recommendation, the Board is reviewing its current complaint resolution process. Our goal in this review is to balance the expeditious resolution of complaints with due process. To facilitate our review, I have initiated a process of compiling pertinent data from our closed enforcement cases, data from other state appraiser licensing boards, and data from other Oregon professional licensing boards regarding their complaint resolution processes. The data will be analyzed and the findings reported to the Board at the August 5, 1997 quarterly meeting. The report will be used by the Board to support and formulate any process changes. A copy of the report as well as any revisions to our processes will be forwarded to the Subcommittee upon completion.

In your letter, you also expressed concern related to “the number of steps involved in the complaint process, as evidenced in a January 24, 1997 letter to Representative Devlin's office.” It is important to clarify that the steps outlined in that letter represent the “maximum” number of steps in our complaint resolution process. Most of our cases are resolved and closed without going through the entire process.

Additionally, actions have been taken to obtain additional investigate staff.

- **The Board completed portions of the 1995 *Annual Survey of State Appraiser Regulatory Agencies* (“Annual Survey”) incorrectly and omitted some questions.**

Enclosed is the 1995 Annual Survey you sent with your letter. At your request, responses were made to only the questions omitted in our original 1995 response. I apologize for any inconvenience caused by the inadvertent omission of responses to the Subcommittee questions in that survey.

Please contact me if you need additional information or if I can be of further assistance.

Sincerely,

Linda Riddell
Administrator

Enclosure

cc: Debbie Lincoln, Deputy Director

Department of Consumer and Business Services

Roxanne Gillespie, ACLB Chair

Ben Henson, Executive Director, Appraisal Subcommittee