Conflict Avoidance Process

RICS

1

Parties agree to appoint a CAP panel to help them resolve a disagreement

2

a) Party submits request to RICS for CAP involvement.
b) RICS nominates a CAP Panel (typically 1-3 members) and provides case management assistance.

If Parties have worked with RICS to establish a 'Project Panel', the CAP Panel of 1 or 3 individuals will be selected from the Project Panel

If there isn't a Project Panel in place, RICS will appoint a suitable CAP Panel in discussion with the Parties

3

CAP Panel holds joint meeting with Parties

In the meeting with the Parties, the CAP panel will identify the issues and set an agenda for the process leading to its recommendations

4

CAP Panel may visit site, hold additional meetings, seek expert input, and/or conduct their own investigations.

The CAP Panel will be inquisitorial. Both parties will normally provide position statements, and the CAP panel will make its own enquiries to further inform its final report and recommendations

5

CAP Panel prepares CAP Report containing recommendations for resolving the dispute

6

Parties choose whether to adopt, adapt or reject any recommendations in the CAP Report

RICS invoices parties, collects payments, and remits to CAP Panel.