**RICS Assessment Appeal Policy**

**What is an appeal?**

If you are referred at your assessment, you have the right to appeal. **You cannot appeal simply because you disagree with the assessors’ decision about your competence**.

Appeals are considered by an RICS members appeal panel who have no connection with you or your employer, and no previous knowledge of your assessment.

The panel does not question the merits of the assessors’ decision. It looks at the way assessment was conducted, and will allow the appeal only if, on the balance of probabilities, there was fault in the process. The panel does not reach any conclusion about your competence to practise and considers only administrative or procedural matters.

The panel has no powers to admit you to RICS membership. If an appeal is upheld, the original result is void. Please refer to the “Appeal Outcome” section of this document for further information.

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| Some RICS assessment routes include a vetting stage whereby an RICS panel review your eligibility/suitability to proceed to the assessment. If you have been declined at the vetting stage, you also have the right to appeal. You should indicate this from the drop-down list on the Appeal form.  |

**How to appeal**

You have a period of 21 consecutive days in which to appeal. This is taken from the date you receive your referral report. Appeals cannot be accepted if received after this timeframe.

You must carefully review your referral report with your supervisor/counsellor and consider the following:

* Did the assessment (or vetting stage) follow the format and process as set out in the guidance?
* Did you submit the required documentation in the required format?
* If your assessment included an interview, was your case study presentation during the interview within the permitted time, and did it relate to your declared competencies?

It may be that, on reflection, there are areas of your assessment that could be improved by further training and experience.

If, after considering the above, you wish to appeal you should complete the attached form. You must detail the reasons for the appeal. Please be clear and concise in your reasons for appealing.

No further supporting documentation is permitted. No third party may appeal on your behalf or make representations (e.g., your supervisor, counsellor, or employer).

We will ask the original panel for their comment before sending onto the appeal panel for this consideration. The process takes approximately seven weeks following receipt of your appeal.

**Fee**

The cost to appeal is £100 (or local equivalent). This will not be charged if your appeal is not heard by the appeal panel (e.g., if it does not meet the criteria) and will be refunded to your payment method if your appeal is upheld.

**Grounds for appeal**

All appeals are considered on an individual basis. Examples of grounds for appeal are:

* If there was an irregularity in the conduct of the assessment and/or the assessment procedures were inadequate e.g., if an approved reasonable adjustment has not been applied.
* A clear conflict of interest e.g., a member of the assessment panel works for the same organisation as you, which wasn’t declared prior to the interview.
* Aspects of the assessment process did not relate to the experience and declared competencies being assessed.

**Appeal outcome**

The appeal panel is not ‘re-hearing’ the original assessment. Their role is to decide whether, on the balance of probabilities, there is reasonable doubt the assessment was conducted fairly and in line with RICS’ rules and guidance. They will decide the appeal based on the written documentation provided.

There are two possible outcomes:

**Decline**

We will write to you explaining the reasons for the panel’s decision. The assessment result stands along with the original panel’s referral report and instructions about how to apply for re-assessment.

**Upheld**

We will write to you advising that the appeal has been upheld and that the original assessment result and referral report are now void.

You will be invited to attend a new assessment with a new panel using the existing submission documents. We will offer a new assessment date within a reasonable timeframe, no more than three months after the outcome of the appeal. You may not submit any new documentation for the re-assessment.

The appeal fee will be refunded to your payment method if your appeal is upheld.

**The appeal panel’s decision is final. There is no further right of appeal.**

**Complaints**

To make a complaint about any aspect of your RICS assessment, please refer to RICS’ complaints handling procedure for further guidance.

If your appeal and complaint are related, you should submit your appeal within the stated timescale. The RICS Assessment Delivery team will manage your appeal and the RICS Service Improvement team will manage your complaint.

If your complaint relates to how your appeal was managed, you should follow the same procedure. This will not involve an investigation of the merits of the appeal panel’s decision and will not change the outcome of the appeal.

For further information, please refer to the section ‘how to complain about RICS services’ on [www.rics.org](http://www.rics.org).

**RICS Appeals Form**

Please complete all sections of this form and return to UKIassessmentdelivery@rics.org.

**You cannot appeal because you disagree with the assessors’ decision about your competence. The appeal panel will only consider administrative or procedural matters. The RICS Assessment Delivery team may decline your appeal application if it does not meet the criteria outlined in the policy.**

The appeal fee will be added to your RICS account to pay online once your appeal has been acknowledged.

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| Your name: |
| Membership number: | RICS pathway (e.g., Quantity Surveying & Construction etc.): |
| Choose your assessment route from the drop-down list |
| Name of employer:  |
| Name of counsellor: |
| Date of interview: |
| Date referral report received:  |

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| **Check list:** |
| **Have you:** | **Candidate check** | **Office check** |
| Reviewed your referral/feedback report with your counsellor |  |  |
| Completed your reasons for the appeal  |  |  |
| Included your referral/feedback report |  |  |

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| **Ca Does your appeal relate to any of the following:**  | **Please tick** *(where applicable)* |
| Written submission (e.g., summary of experience, CPD record) |  |
| Case study presentation  |  |
| Interview process, including questioning  |  |
| RICS Rules of Conduct, including ethics  |  |
| Other |  |

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| Please provide a **clear**, **structured** summary in any of the sections below that are relevant to the reasons for your appeal. You do not need to write in every box, only the section that applies to your reasons for appealing.  |
| **Written submission (e.g., summary of experience, CPD record)**  |
| **Case study presentation**  |
| **Interview process, including questioning:** (please be as specific as possible and list the precise competencies you wish to be addressed e.g.., was the questioning outside your declared competencies, if so which competency and why etc.) |
| **RICS Rules of Conduct, including ethics** |
| **Other** |
| **Candidate signature: Date:** |