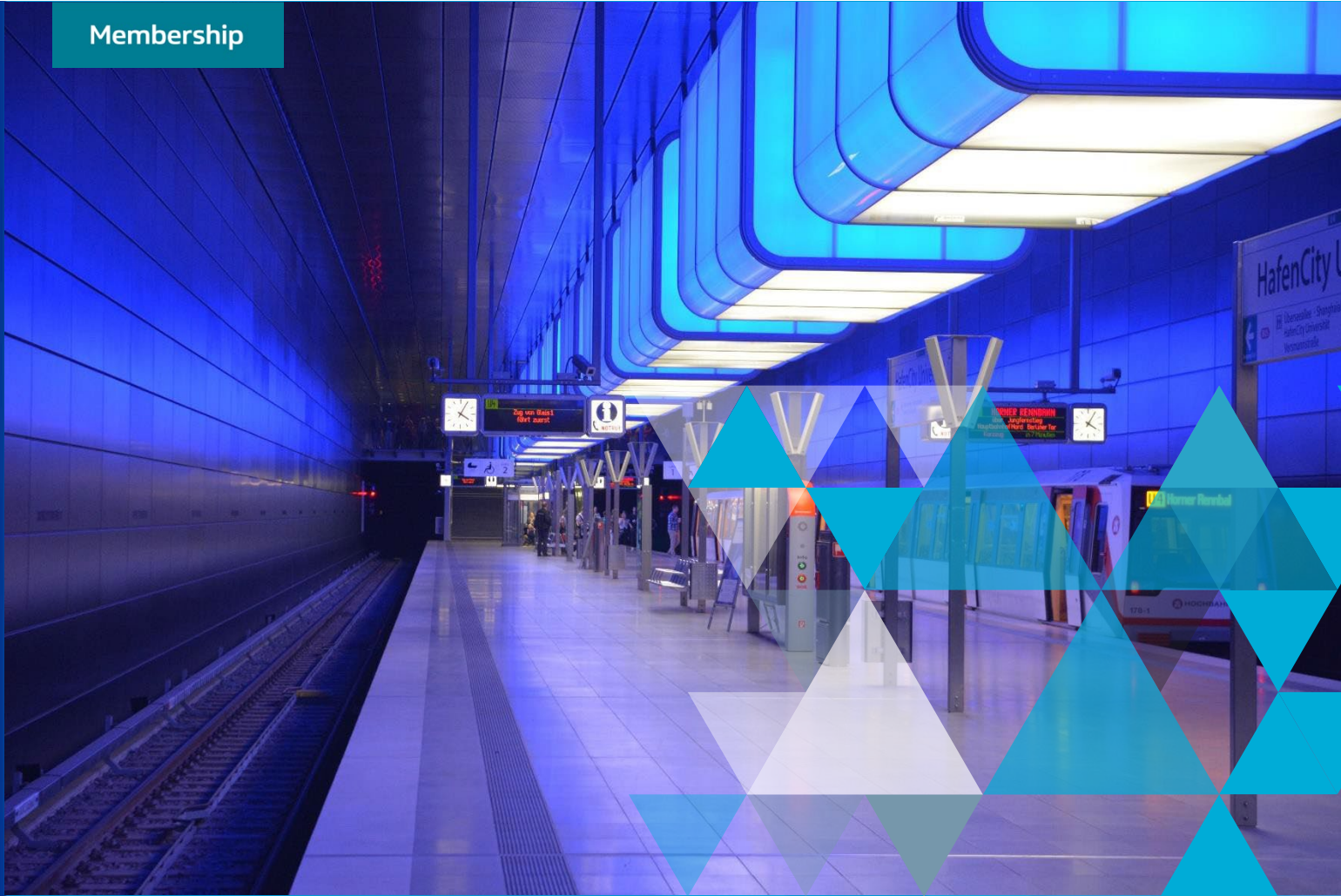




Appeals Guidance

Contents

Introduction	3
Grounds for appeal	3
Making an application.....	3
Appeals process.....	4
The full panel decision.....	4

Introduction

This guide is for candidates who have been unsuccessful in:

1. Achieving professionally qualified membership of ICE, or
2. In their end-point assessment and want to make a formal appeal.

An appeal may be appropriate if you are seeking an investigation into the administration and assessment processes because you believe there has been a failing that may have impacted on your assessment outcome.

The appeals process must not be used for making a complaint against a member of ICE, or about a service we provide. If you need to make a complaint, please follow our [complaints procedure](#). An appeal cannot be made concurrently with a complaint, therefore if you have already made a complaint, you must wait until you have received an outcome before submitting an appeal.

If you are considering an appeal, we advise that you speak with a member of the Membership Recruitment Team (**MRT**). Please email membership@ice.org.uk or call **+44 (0)121 227 5948** for help. They will review, with you, the reasons why you were unsuccessful and recommend a course of action. In some instances, you might be advised that an appeal is unlikely to be successful.

Grounds for appeal

The grounds on which you can make an appeal following the outcome of your Professional Review/Assessment are:

- Administrative shortcomings by ICE during the application process
- Unsatisfactory handling of the assessment/interview process
- An unforeseen event at the interview

Making an application

Appeals must be made within **two months** of receiving your result notification letter. Appeals received after this date will not be considered under any circumstances (unless you have made a prior complaint which prevented you from submitting an appeal within the 2-month window)

If you wish to proceed with an appeal, you must email the Appeals Panel at qa.training@ice.org.uk with:

- A letter clearly indicating the grounds for your appeal, from the above list and your

reasons

- where necessary, any supporting information and documentation
- confirmation that the [administration fee](#) has been paid
- a copy of your result letter

The administration fee will be refunded to you if the Appeals Panel's decision is to offer a further application at no cost or recommend to the Professional Reviews Panel that the original decision of the reviewers/assessors be overturned.

It is important to note that before submitting an appeal application you must ensure that the content of the appeal is factual, professional and ethical.

Appeals process

Initial assessment

Your letter of appeal and any supporting documents will be forwarded to the Chair of the Appeals Panel who will consider if there are any reasonable grounds for an appeal. If it is considered that there are no reasonable grounds for an appeal, you will be notified in writing. However, in instances where the Chair deems appropriate, you may be granted the opportunity to reapply at no additional cost.

Full panel assessment

If the chair of the Appeals Panel considers that there are reasonable grounds for an appeal, a copy of your appeal letter, and reviewers'/assessors' assessment sheet will be sent to your original reviewers/assessors, and to the relevant member of the [Membership Recruitment Team \(MRT\)](#). They will all be asked to provide a short report addressing your comments.

Your lead sponsor/mentor will be sent a copy of your appeal letter, and they will also be asked to provide comments.

The full panel decision

The Appeals Panel comprises a Chair a Vice Chair and a group of experienced reviewers. Once all relevant documentation has been received, the appeal will be presented to the Appeals Panel for consideration. They will each make an independent view of the documentation, and a consensus will be reached. They will make one of three decisions:

- Uphold the original decision
- Invite you to re-sit/re-apply at no cost
- Make a recommendation to the Professional Reviews Panel that the original decision should be overturned.

You will be informed, in writing, of the Appeals Panel's decision normally **within two months** from the date on which your appeal submission was acknowledged. The decision of the Appeals Panel is final and absolute.



Our vision

Civil engineers at the heart of society, delivering sustainable development through knowledge, skills and professional expertise.

Core purpose

- To develop and qualify professionals engaged in civil engineering
- To exchange knowledge and best practice for the creation of a sustainable and built environment
- To promote our contribution to society worldwide

Diversity statement

As a membership organisation and an employer, we value diversity and inclusion - a foundation for great engineering achievement

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