



Appeals Guidance

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Introduction

This guide is for candidates who have been unsuccessful in:

1. Achieving professionally qualified membership of ICE
2. In their End Point Assessment

and want to make a formal appeal.

The appeals process must not be used for making a complaint against a member of ICE, or about a service we provide. If you would like to make a complaint, please follow our [complaints procedure](#).

If you are considering an appeal, we advise that you speak with a member of your Membership Support Team (MST). 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 appeals

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

- Administrative shortcomings by ICE during the application process
- Unsatisfactory handling of the assessment/interview process
- An unforeseen event at the Professional Review/End Point Assessment/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.

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

- a letter outlining your reasons for the appeal
- where necessary, any supporting information and documentation
- confirmation that the [administration fee](#) has been paid

The administration fee will be refunded to you if the Appeal Panel's decision is to offer a further application at no cost or to overturn the decision of the Reviewers/Assessors.

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.

Full process

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 Support Team \(MST\)](#). 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 decision

The Appeals Panel comprises of a Chair and four 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
- Overturn the original decision

You will be informed, in writing, of the Appeal Panel's decision within two months of the appeal. 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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