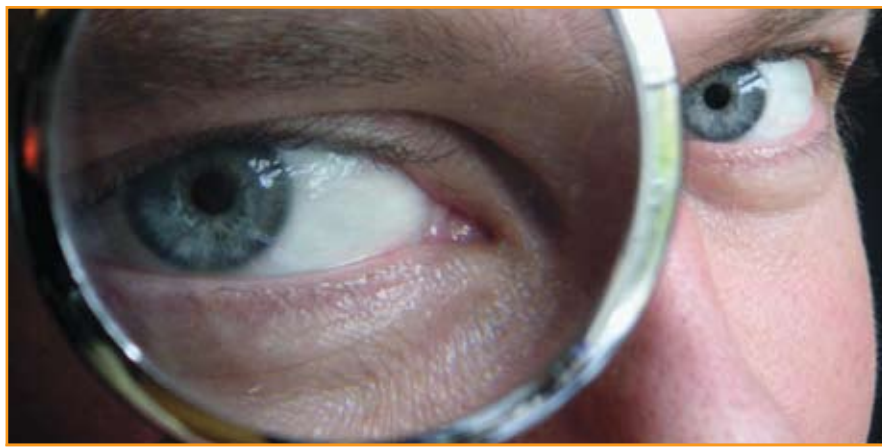


# Open and transparent self-regulation

The website of the Appraisal Institute of Canada (AIC) advises that, since 1938, the AIC has been the national organization responsible for setting and maintaining standards of practice and codes of conduct for professional real estate appraisers. The AIC states that it is dedicated to serving the public interest through continually advancing high standards for the appraisal profession. The website sets out the AIC Mission:

The Mission of the Appraisal Institute of Canada is to promote and support our members in providing high quality property advisory services for the benefit of the public.



***“The fact that the AIC has opened the Appeal Committee to a lay member is evidence of the AIC’s willingness to engage in an open and transparent self-regulation process.”***

While expressed in various ways, all self-governing professional organizations have more or less the same mission. It is the very essence of a professional organization that its members agree to conform to high standards of practice and codes of conduct and that failure to abide by the self-imposed rules will result in sanctioning to a degree reflective of the infraction.

But mission statements and expressions of purpose are meaningless unless there is a will within the professional organization to effectively address and remedy lapses in standards and codes of conduct by its members. The *Consolidated Regulations of the*

*Appraisal Institute of Canada*, addressing standards and providing a process for receiving and adjudicating complaints about members, is a public declaration that the AIC takes its Mission seriously. At the same time, the *Regulations* also exhibit a concern for the right of individual members to fair consideration and resolution of complaints against them.

From delivery of a complaint to the Counsellor of Professional Practice, through to investigation by the Investigating Committee, to adjudication by the Adjudicating Committee and Appeal Committee, there is an underlying system of checks and balances in the complaint resolution process. An outside observer would reasonably conclude that a complaint lodged with the AIC will be taken seriously and thoroughly considered. In addition, members can have some comfort that their rights and their livelihood will not be summarily impaired, should they be involved with the professional practice process.

In the time that I have been sitting as a lay member of the Appeal Committee, I have been impressed by the dedication, care and time the members of the various levels of the appeal process give to their respective roles and the concern they have to ensure that, at the same time the public interest is being protected, the right of each member

to be judged on the principles of fairness and natural justice is preserved. It is hard work and, it must always be remembered, it is volunteer work.

The fact that the AIC has opened the Appeal Committee to a lay member is evidence of the AIC’s willingness to engage in an open and transparent self-regulation process, so that the public is assured that the AIC Mission Statement is more than mere words. While some trepidation within AIC ranks might have accompanied this innovation, inviting laypersons into the regulation process in other self-governing professions seems to have served those organizations well and enhanced the credibility of those organizations in the eyes of the public. My goal during my tenure on the Appeal Committee is to work toward validating the AIC’s decision to open its doors. 🇺🇸

## Appeal Committee

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