

The AIC Professional Practice Review Process



Appraisal Institute of Canada
Institut canadien des évaluateurs

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The Appraisal Institute of Canada

The Appraisal Institute of Canada (AIC) was founded in 1938 and is the premier real property evaluation association in Canada. AIC is a self-regulated professional association with By-Laws, professional standards of practice known as the Canadian Uniform Standards of Professional Appraisal Practice (CUSPAP) and a Code of Conduct. In order to maintain the highest level of excellence in the valuation field, the AIC combines high educational standards with diligent self-regulation.

1. AIC Standards of Professional Practice

The Canadian Uniform Standards of Professional Appraisal Practice (CUSPAP) provides the compulsory requirements for professional services. <https://www.aicanada.ca/about-aic/cuspap/>

AIC Members must comply with CUSPAP when providing any professional service described in CUSPAP.

2. Governing Documents

The AIC conducts professional practice reviews in accordance with the following governing documents (<https://www.aicanada.ca/about-aic/professional-standards/>):

By-Laws: AIC By-Laws set out the rules of the AIC as approved by the Board of Directors and approved by Industry Canada.

Professional Practice Review Policy: This AIC Policy governs the AIC Professional Practice Review process.

3. AIC Professional Practice Review Process (PPRP)

Scope of an AIC Professional Practice Review

An AIC Professional Practice Review focusses solely on compliance with CUSPAP in the production of professional services as described in CUSPAP.

The AIC can pursue complaints only against individual AIC Members.

The AIC PPRP cannot:

1. Pursue:
 - a complaint against a corporation/company
 - a complaint against a person who is not a member of the AIC
 - an anonymous complaint
2. review a Report for CUSPAP compliance outside of the PPRP
3. perform a technical Appraisal Reviews as per the Review Standard in CUSPAP.
 - Anyone seeking to obtain technical Appraisal Review Report may wish to engage an AIC review appraiser to undertake this type of assignment.
 - To find an AIC review appraiser in your area, please use the [Find a Professional Appraiser](#) search engine on the AIC website.
4. provide an opinion on the final opinion of value in a Report

- anyone seeking an opinion on the final estimate of value in a Report may wish to engage an AIC review appraiser to perform a technical Appraisal Review
 - To find an AIC review appraiser in your area, please use the [Find a Professional Appraiser](#) search engine on the AIC website
- 5. award financial compensation for damages
 - anyone seeking awards or compensation for financial loss may wish to consult with a local lawyer
- 6. review a Member's fees and disbursements
 - Anyone seeking a review of fees or disbursements may wish to consult their local Better Business Bureau or a local lawyer
- 7. order a refund of money or of fees
 - Anyone seeking a refund may wish to consult their local Better Business Bureau or a local lawyer
- 8. enforce contractual agreements
 - Anyone seeking to enforce a contractual agreement may wish to consult with a local lawyer
- 9. act as a court of law
 - Anyone seeking to obtain a court order or a court decision may wish to consult with a local lawyer
- 10. give legal advice
 - Anyone seeking legal advice may wish to consult with a local lawyer
- 11. coincide with or be complementary to any matter outside of the PPRP
 - anyone seeking to support their position in a matter being administered in another process (for example: mediation, litigation, negotiation, financing, etc.) may wish to engage an AIC review appraiser to produce a technical Appraisal Review Report and/or act as an Expert Witness.
 - To find an AIC review appraiser in your area, please use the [Find a Professional Appraiser](#) search engine on the AIC website.
- 12. compare two Reports and provide an opinion on which Report is "better"
 - (please see technical Appraisal Review at point 4)
- 13. provide a new Report
 - Anyone seeking to obtain a new Report may wish to engage a local AIC appraiser
 - To find an AIC appraiser in your area, please use the [Find a Professional Appraiser](#) search engine on the AIC website.
- 14. force a Member to re-do a Report or prepare a new Report

The Professional Practice Review Process

1. A completed complaint form must be submitted to AIC. The complaint form can be accompanied by any additional documents that you deem to be relevant to your complaint.

2. The Complainant will be sent a letter acknowledging receipt of their complaint.
 - o A Complainant's **identity is provided** to the Member subject to the complaint.
 - o A Complainant's **contact details are not provided** to the Member.
3. The complaint is referred to an AIC **Investigator** for review.
4. Once the Professional Practice Review is complete, an AIC Professional Practice **Advocate** will be assigned to the file for further administration.
5. An AIC Adjudicating Hearing may be requisitioned to resolve the Professional Practice Review file.
6. If an AIC Adjudicating Hearing is requisitioned, the **AIC Adjudicating Hearing Panel** will render a decision on the Professional Practice Review file.
7. If an AIC Adjudicating Hearing Panel's decision is appealed, an **AIC Appeal Hearing Panel** will render a decision on the AIC Adjudicating Hearing Panel decision.

Inquiries that do not Result in a Formal Complaint Submission

If a person inquires about the Professional Practice of an AIC Member but declines to submit a completed and signed complaint form to the AIC; the AIC is empowered by the Professional Practice Review Policy to open a Professional Practice Review file as an issue arising if the substance of the person's inquiry appears serious enough to warrant sanction.

The person would not be involved in any way in this Professional Practice Review file and would not receive any notification of the outcome of a Professional Practice Review .

Length of an AIC Professional Practice Review

The length of an AIC Professional Practice Review will depend on the nature and complexity of the issues.

4. Professional Practice Review File Resolution

An AIC Professional Practice Review may be resolved by:

- being closed
- an Adjudicating Hearing Panel decision
- an Appeal Hearing Panel decision

The resolution of a Professional Practice Review file is not subject to appeal by the Complainant.

5. Notification of Outcome

The Complainant will be provided with a copy of a – Adjudicating or Appeal - Hearing Panel's final decision.

If the Professional Practice Review file is closed with a finding of no breaches to CUSPAP and no sanctions are imposed in relation to the substance of their complaint, the Complainant will be notified that the file has been closed. For privacy reasons, the amount of information related to this resolution may be limited.

If a Complainant withdraws their complaint, they will not be provided with information about the resolution of the Professional Practice Review file.

6. Submitting a Complaint Form

Anyone wishing to submit a Complaint Form may access the online form [here](#).

7. Glossary

Professional Services

Professional Services are defined as any one of the following:

- real property appraisal
- review
- consulting
- reserve fund planning
- machinery and equipment appraisal
- mass appraisal

Professional Practice Sanctions

Reprimand: A written warning calling the attention of the Member to a breach of the AIC's By-Laws, Policies and/or CUSPAP

Education: Educational courses intended to provide the knowledge to improve a Member's professional practice.

Peer Review: An administrative review of a report produced by an AIC Member.

Fine: A fine of not less than \$1,500

Censure: A formal written expression of criticism and disapproval for a breach of the AIC's By-Laws, Policies or CUSPAP.

Suspension: The suspension of Membership in the AIC.

Suspension of Co-signing Privileges: the suspension of a Designated Member's ability to co-sign Reports with Candidate Members.

Expulsion: A permanent expulsion of a Member from the AIC.

AIC Designations

AACI: The "Accredited Appraiser Canadian Institute" designation qualifies Members to offer professional services for:

- all types of real property

CRA: The "Canadian Residential Appraiser" designation qualifies Members to offer professional services for:

- individual, undeveloped residential dwelling sites and

- dwelling sites containing not more than four self-contained family housing units
- reserve fund planning studies if competent and not limited by Provincial Legislation
- standalone machinery and equipment appraisals if competent
- mass appraisals if competent and appropriately licensed

AIC Candidate Member: An AIC Candidate Member is an AIC Member working towards attaining an AIC designation. An AIC Candidate Member can inspect properties and prepare Reports under the supervision of a Designated Member as prescribed in CUSPAP.

All AIC Candidate Members and their co-signer(s) must be registered in [AIC's Candidate Co-signing Registry](#).