1. Issue arises which has the potential to lead to a dispute.

2. Parties agree to engage the RICS Conflict Avoidance Process to obtain pragmatic, informed recommendations on resolving the matter.

3. Applicant applies to RICS to source or appoint a CAP Panel. RICS conducts due diligence checks to ensure CAP Panel is qualified, conflict-free, available, agreeable to agreed timescales and fees, and aligned with RICS standards.

The CAP Panel will comprise highly credible technical experts, experienced in the specific issue that the parties disagree upon.

4. CAP Panel meets parties to ensure the issue requiring resolution is clearly defined, to establish and agree a timescale, and to ensure the parties and CAP Panel are aligned on how to proceed.

5. CAP Panel is investigative – they will hear from the parties but may also gather information by speaking with others involved in the issue, conducting their own inquiries, and visiting the site if required.

6. The CAP Panel will provide a comprehensive, written CAP Report which is fully reasoned and contains recommendations for resolution.

7. Recommendations will be non-binding, unless Parties agree otherwise

Parties may accept the recommendations in whole, and the issue is resolved.

Parties may reject some or all the recommendations. To do so, they must notify and explain their reasons to the other party by issuing a Notice of Dissatisfaction.

Parties may:
- suggest a compromise for resolution
- seek further CAP Panel assistance
- make a settlement offer
- refer the dispute to formal dispute resolution.

RICS DRS Dispute Resolution Service