



# CIBSE Chartered Organisations

## Terms & Conditions

### Compliance

It is essential that CIBSE's Chartered Organisations meet and maintain the standards required by the CIBSE Chartered Organisation scheme in order to deliver and protect the quality of the programme and demonstrate excellence, trust and professionalism in the industry, while protecting the interests of the clients and the public.

Organisations that are unable to meet the criteria upon application or cease to meet the criteria during their approval period, cannot become or remain as a CIBSE Chartered Organisation. Instances of non-compliance will be addressed by the CIBSE Membership Department and CIBSE's Education, Training & Membership Committee.

### Becoming a CIBSE Chartered Organisation

All organisations must meet the stipulated eligibility criteria, as required through the application process. Applications will be assessed by members of CIBSE's Education, Training & Membership Committee, facilitated by the Membership Department. Only approved and active organisations will appear in the online Directory of CIBSE Chartered Organisations and be able to describe and promote themselves as a CIBSE Chartered Organisation during the active period when membership has been approved and the applicable fee has been paid.

### Approval period for CIBSE Chartered Organisations

Approvals of CIBSE Chartered Organisations will last for five years, after which a re-approval will be required. This will involve re-submitting the application form with current information evidencing the eligibility criteria, and re-assessment by CIBSE's Education, Training and Membership Committee.

Organisations are required to pay an annual renewal fee to maintain their CIBSE Chartered Organisation status. The renewal is due on the annual anniversary of their initial Chartered Organisation approval.

### Responsible Member

A CIBSE Chartered Organisation must nominate a Responsible Member, who must be a Director, Partner or equivalent within the organisation, and either MCIBSE CEng or FCIBSE CEng.

The Responsible Member is required to sign the initial application and any further re-applications, verifying its authenticity. They are also required to sign an Annual Statement of Compliance verifying their organisation's continuing adherence to the CIBSE Chartered Organisation eligibility criteria. CIBSE will share the Annual Statement of Compliance towards the end of each year, and it will be due in January the following year.

The Responsible Member is bound by [CIBSE's Code of Conduct](#) which sets the expected standards for professional conduct and behaviour.

The CIBSE Chartered Organisation can nominate a new Responsible Member at any time, providing they meet the above criteria and that CIBSE Membership are informed.

## **Responsible Administrator**

A CIBSE Chartered Organisation must nominate a Responsible Administrator, who will be the administrative and operational point of contact for CIBSE, including invoicing. The Responsible Administrator must be employed at the organisation, but does not need to be a CIBSE member or practicing engineer. The Responsible Administrator and Responsible Member can be the same person.

The CIBSE Chartered Organisation can nominate a new Administrator at any time, providing they meet the above criteria and that CIBSE Membership are informed.

## **False applications**

Untruthful statements or declarations made by the Responsible Member in the application or in the annual statement of compliance may be treated as a breach of CIBSE's Code of Conduct, which may result in an investigation by CIBSE's Professional Conduct Committee.

## **Changes in circumstances**

If the circumstances of a CIBSE Chartered Organisation change during their approval period and as a result, they are no longer compliant with the eligibility criteria, CIBSE Membership must be informed immediately in writing via [membership@cibse.org](mailto:membership@cibse.org).

The CIBSE Chartered Organisation must describe their plan to re-establish compliance or declare that it will no longer be possible.

- Where compliance is no longer possible, the CIBSE Chartered Organisation's status will be revoked.
- If compliance can be re-established within an agreed period of time, CIBSE may:
  - o Permit the organisation to maintain its status until compliance is re-established by an agreed date
  - o Suspend the organisation from the programme until it meets the eligibility criteria
    - If a suspended organisation is unable to re-establish compliance within three months, the organisation will forfeit its CIBSE Chartered Organisation approval and membership.

## **Suspension of CIBSE Chartered Organisation Approval**

A suspended CIBSE Chartered Organisation will lose its rights to all benefits within the programme for the duration of the suspension. This includes use of the CIBSE Chartered Organisation logo on all company promotional materials, websites, etc. If a suspended organisation is found to have continued to use CIBSE's Chartered Organisations logo, or promote itself as such, this will be in breach of the Terms and Conditions and will be subject to investigation by CIBSE and its Education, Training and Membership Committee.

## **Annual compliance statement and renewal**

Each year, CIBSE Chartered Organisations will be required to complete an annual statement of compliance, evidencing how they have met and will continue to meet the CIBSE Chartered Organisation eligibility criteria. The statement of compliance must be verified and signed by the CIBSE Chartered Organisation's Responsible Member.

Organisations may be subject to forfeiting their CIBSE Chartered Organisation status if they:

- a) Cease to meet the current eligibility criteria
- b) Make a false or misleading statement on the annual statement of compliance

### **Monitoring for compliance**

Any CIBSE Chartered Organisation found not to be fully compliant with the programme's eligibility criteria will be informed in writing by CIBSE Membership of the details of the non-compliance and given appropriate notice to provide satisfactory evidence that full compliance has been restored, or provide a plan with a proposed timeframe.

If, by the given deadline, the organisation has failed to submit satisfactory evidence, its CIBSE Chartered Organisation approval will be suspended.

### **Compliance Audits**

In addition to an annual statement of compliance, CIBSE will periodically conduct random audits of active CIBSE Chartered Organisations to monitor compliance against the eligibility criteria, including the completion of employee CPD.

### **Fees**

Each CIBSE Chartered Organisation must pay the application fees and renewal fees to maintain their active status. Renewal fees are automatically invoiced and are due on the annual anniversary of the initial approval. Failure to pay fees when due may lead to the withdrawal or suspension of CIBSE Chartered Organisation status. Fees will be reviewed annually and published on the CIBSE website.

### **Complaints against a CIBSE Chartered Organisation**

If a CIBSE Chartered Organisation is subject to a relevant complaint made to CIBSE, their status may be placed on hold or deferred until the complaint is resolved.

If the Responsible Member of a CIBSE Chartered Organisation is the subject of an on-going investigation of a professional conduct complaint being investigated by CIBSE's Professional Conduct Committee (PCC), CIBSE may suspend approval or any in-progress re-approvals until the investigation concludes. If sanctions are imposed on the Responsible Member as a result of the investigation, CIBSE's Education, Training and Membership Committee will investigate the relevance to the CIBSE Chartered Organisation's status and determine whether suspension is appropriate.

### **How to submit a complaint about a CIBSE Chartered Organisation**

Complaints against a CIBSE Chartered Organisation are to be sent to the Director of Membership at [membership@cibse.org](mailto:membership@cibse.org). The complaint will be addressed by CIBSE's Education, Training and Membership committee and upon investigation, the organisation may be subject to removal or temporary suspension of its CIBSE Chartered Organisation status. Examples of a relevant complaint can include inappropriate behaviour towards staff or customers, building services engineering work not being completed by staff with appropriate competence, concerns against equality, diversity and inclusion.

Further information can be found in the [CIBSE Chartered Organisations Investigations Procedure](#).

## **Appeals**

Appeals on the approval decisions or the review of the annual statements of compliance should be addressed to the Director of Membership, via [membership@cibse.org](mailto:membership@cibse.org) in the first instance. Appeals will be considered by CIBSE's Education, Training and Membership committee.

## **Misrepresentation of a CIBSE Chartered Organisation**

An organisation that ceases its CIBSE Chartered Organisation membership for any reason must immediately cease to describe or promote itself as a CIBSE Chartered Organisation from the date of suspension or withdrawal. This must include removal of CIBSE Chartered Organisation references and logos from all company promotional materials, letterheads, websites, etc. Any organisation which falsely purports to be a CIBSE Chartered Organisation will be investigated by CIBSE and appropriate action may be taken against them.

## **CIBSE Chartered Organisation Directories**

CIBSE will publish its Chartered Organisations in an online directory using information submitted by the organisation upon application. Appearance in the directory is dependent on the continued compliance with the CIBSE Chartered Organisation eligibility criteria including the payment of registration fees.

Document ends  
Last reviewed April 2024