



**The Chartered Institution of
Building Services Engineers**
Registered Charity No. 278104

Complaints policy and procedure

Other Complaints

If you wish to make a complaint to CIBSE which is not related to the outcome of your End Point Assessment this can be done in writing. Please address your complaint to the Director of Membership and send it by email to membership@cibse.org.

Complaints will be dealt with by the Director of Membership in the first instance. If a complaint is not resolved to your satisfaction as described above you are entitled to take the complaint further. In this case, you should contact the Chief Executive via membership@cibse.org. You will receive a response to this within 10 working days, although on some occasions additional time may be needed for a final resolution.

In the event that you remain dissatisfied, a final appeal to the House Committee of the Institution may be made. The matter may be raised with the House Committee by writing to the President again via the membership@cibse.org. The House Committee – which comprises the President, President-Elect, Immediate Past President and Honorary Treasurer, as trustees of the Institution, will investigate the full circumstances of the handling of your complaint before informing you of its findings.

If you have any questions regarding the **Complaints policy and procedure** please contact us at membership@cibse.org or on +44 (0) 208 772 3650

Updates and reviews of this policy

This policy will be reviewed every 2 years thereafter. It was last reviewed in January 2024.