



## AIRAH Members' Charter

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## AIRAH Members' Charter

It is our aim to ensure that you are satisfied with the services you receive from AIRAH. The AIRAH Members' Charter sets out the way we conduct ourselves when dealing with you. It will help you to understand:

- What we will do
- What we ask that you do
- What you can do if you have concerns

### We will

- Treat you courteously
- Treat you fairly and reasonably
- Be timely with our responses to you
- Keep information you provide for membership and grading purposes confidential
- Provide you with a variety of events and activities
- Keep you updated with industry news and changes to standards in HVAC&R
- Encourage best practice
- Continue to be the recognised voice of the HVAC&R industry
- Treat everyone equitably
- Work in an open and accountable way

### We ask that you

- Be honest and factual with information that you provide to us
- Abide by the AIRAH Code of Professional and Ethical Conduct
- Fulfil your Continuing Professional Development (CPD) responsibilities
- Keep appropriate records
- Actively engage with AIRAH
- Pay your AIRAH accounts in accordance with agreed terms

### Concerns

If any problems arise with our services to you, we invite you to contact the AIRAH Chief Executive at [CEO@airah.org.au](mailto:CEO@airah.org.au) to discuss your concerns