1 Scope

This procedure covers all certification schemes operated by CIBSE Certification. All schemes must remain compliant with the scheme owner requirements (where applicable) and the relevant accreditation standard e.g. ISO 17021-1, ISO 17024, DLUHC SORs for Energy Assessors, ESOS Regulations.

All details of certified persons and organisations are stored in the internal database that is synchronised with the online registers.

This procedure describes the process for suspension or withdrawal of certification, reduction of the scope of certification or applying a period of respite; it also describes the circumstances where these may occur.

2 Definitions

Any certified person or organisation can have their certification suspended or withdrawn for the following reasons, this is not an exhaustive list and other circumstances may also merit suspension or withdrawal:

Action	Reason
Suspension of certification	○ Any failure to meet a certification scheme requirement that is not corrected within a defined timescale ○ Nonconformity to a QA audit request ○ Nonconformity to EPBR requirements ○ Nonconformity to certification requirements e.g. failure to allow surveillance audits, failure to respond to communications, failure to effectively address nonconformities etc ○ Non-payment of certification/registration fees ○ Required insurance evidence not submitted ○ Receipt of a complaint that has been upheld ○ Any other nonconformity that is not addressed in a timely manner or in the timescale required
Withdrawal of certification	○ If the certification client chooses to give up certification and registration voluntarily ○ Fail to satisfactorily resolve a situation that has led to suspension ○ Struck off or certification revoked due to: • Disciplinary action • Gross misconduct
Reduction of scope of certification	○ This could be the result of a default on one or more parts of the scope of certification of the individual or organisation ○ Voluntary reduction
Respite (personnel certification only)	○ For sabbatical or maternity/paternity/ long term sick leave

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3 Consequences and timescales

3.1 Suspension

During a term of suspension the certification is temporarily invalid. Therefore the certified client shall not claim that they hold a valid certification during that period.

A suspended certification can be restored once the issue causing the suspension has been resolved.

Failure to resolve the issues that have resulted in the suspension in the timescale set by CIBSE Certification shall result in permanent withdrawal of certification or a reduction of the scope of certification.

3.2 Withdrawal

The certified client must not claim certification when their certification has been withdrawn. They must also discontinue using all advertising matter that contains a reference to the withdrawn certification.

Certification after withdrawal cannot be reinstated. To become certified once more the client must reapply for a new certification.

3.3 Scope reduction

Where a reduction of certification scope may take place either voluntarily e.g. where a function or location is no longer to be included in the scope of certification. CIBSE Certification may also reduce a certification scope where it is clear a process or function is not performed by the organisation e.g. ceases to perform the design function.

Once notified of a reduction in scope the certified client must amend all advertising matter to align with the reduced scope of certification.

3.4 Timescales

The timescales below are typical but other timescales may be implemented at the discretion of CIBSE Certification.

3.4.1.1 Suspension

Duration of suspension will be initiated as soon as practicable after the issue leading to suspension is identified. The period of suspension may be a period from 1 week to 6 months but can be longer at the discretion of the Head of Certification and/or the Steering Group.

3.4.1.2 Withdrawal

Withdrawal will normally be initiated withing 2 weeks of the end of a period of suspension.

3.4.1.3 Scope reduction

A scope reduction will be actioned within 7 days of notice of the reduction whether voluntary or otherwise.

4 Respite

For personnel schemes refer to relevant Scheme Description Document CCSDD 201, 202, 204, 207 or 209.

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5 Integrated management systems

For integrated management systems a suspension and withdrawal may only affect one of the multiple management systems standards covered. In any case the overall impact on certification will be evaluated, and the client notified whether the full integrated certification is being suspended or withdrawn or just a specific part.

6 Process

6.1 Suspension

Suspension is the penultimate sanction against certificate holder. The reasons for applying a suspension include those listed above but may also be for another reason.

After the usual reminders and attempts to resolve the nonconforming situation the suspension process is invoked.

Where a situation listed above, or a situation that the Head of Certification or nominated deputy agrees warrants suspension, then a suspension is implemented. This is recorded on the database under the name of the certified person or organisation. Where there is any doubt regarding the need to suspend it is raised with Head of Certification or nominated deputy for approval to proceed.

To affect a suspension the appropriate information must be recorded i.e.

- The reason for the suspension
- A brief history of any attempt to remedy the issues causing concern
- The actions necessary to lift the suspension
- The period of suspension

The certificated person or organisation is informed in writing, generally by email, of the suspension and what the suspension period will be i.e. if no action is taken by that date certification will be withdrawn (see timescales above). The minimum information to be supplied to the client is:

- Reasons for suspension
- Suspension period
- Notification that failure to resolve the suspension within the suspension period will lead to withdrawal of certification
- That during the period of suspension the certification mark (see CCP 109) is to be discontinued and any literature bearing them or claiming recognition by CIBSE Certification must be removed from all points of issue until the suspension is resolved
- Suspension of certification will be reflected on the CIBSE Certification website for personnel certification by the temporary removal of the individual from the register. For management systems certifications the status of all certifications are available upon request.
- For some certification schemes and when required, notification of suspension will be circulated to government departments and other certification bodies e.g. DLUHC

The certificated person or organisation shall send evidence of actions taken (or in some circumstances to be taken) to the Head of Certification or the Certification Systems Manager

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who will decide on the acceptability of the action taken/proposed by the client to resolve the suspension.

- Where the actions are accepted:
    - The client is requested to complete the actions within an agreed timetable
    - The method of acceptance and verification will also be agreed e.g. written evidence, audit etc
    - Upon satisfactory completion and verification of the agreed actions, the client will be notified in writing that the suspension has been lifted and/or that a new reduced scope of certification is being applied
    - Where required government departments e.g. DLUHC will be notified of the lifting of the suspension
- Where the proposed corrective actions are rejected:
    - The certificate holder is informed and asked to consider a further response within a further agreed timescale
- Where no response is received or the corrective action is unsatisfactory:
    - The certificate holder is informed in writing to confirm that:
        - Further information is needed and/or further actions are necessary
        - The next step is withdrawal of certification

Where there is a failure to resolve the issues that have resulted in the suspension, in a time established by CIBSE Certification the certificated person or organisation will be informed that their certification is being withdrawn indicating the effective date of withdrawal, see below.

6.2 Withdrawal

Withdrawal of certification is the ultimate sanction and usually only takes place after a period of suspension (see timescales above). Withdrawal may take place due to:

- Failure to take corrective action to resolve a suspension
- Voluntarily by the client
- Extreme circumstances may warrant summary withdrawal e.g. failure to comply with a legal judgement, gross misconduct etc.

In any case the certificate holder will be notified in writing of the reason for withdrawal or agreeing to a voluntary withdrawal and the client will be requested to:

- Return all copies of all certificates
- Settle any outstanding payments
- Discontinue using the CIBSE Certification logos (see CCP 109) with immediate effect
- Ensure that any literature bearing the CIBSE Certification logos or claiming recognition by CIBSE Certification is removed from all points of issue, including letterheads and business cards

7 What to do if you disagree with the decision

If you disagree with our decision for any reason regarding your certification you may make a complaint. If you are not happy with the outcome of any complaint you can appeal that

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decision using the complaints and appeals process. See procedures below, available on the CIBSE Certification website:

- CCP 101 - Disputes & Complaints
- CCP 102 - Appeals Procedure

End/-

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