

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 17024, DCLG SOR for Energy Assessors, ESOS Regulations and Green Deal specifications.

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

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Any certified person or organisation can have their certification suspended or withdrawn for the following reasons, this is not an exhaustive list and other circumstances may also merit suspension or withdrawal:

- Suspension
 - Any failure to meet the a certification scheme requirement that is not corrected within a defined timescale
 - Nonconformity to QA audit request
 - Nonconformity to CPD requirements
 - Nonconformity to certification requirements
 - Non-payment of 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
 - If they choose to give up certification and registration voluntarily
 - Fail to satisfactorily resolve a situation that has lead 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
 - For sabbatical or maternity/paternity/ long term sick leave

3 Process

3.1 Suspension

Suspension is the penultimate sanction against certificate holder. The reasons for applying a suspension include those listed above.

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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 occurs a suspension is generated. 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. 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 must be removed from all points of issue until the suspension is resolved
- Suspension will be reflected on the CIBSE Certification website
- For some certification schemes and when required, notification of suspension will be circulated to government departments and other certification bodies e.g. DCLG

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 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
 - 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. DCLG 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:

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- The certificate holder is informed in writing to confirm that 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.

3.2 Withdrawal

Withdrawal of certification is the ultimate sanction and usually only takes place after a period of suspension. 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

The written notification will also include a notice of the withdrawal will be reflected on the CIBSE Certification website and may be posted in any relevant trade publications.

4 What to do if you disagree with the decision

If you disagree with the decision for any change of certification status above you may make a complaint and/or appeal against the decision if the complaint does not satisfy you. See procedures:

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

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