



QSI CERT CO · THE PUBLIC FILE

QP-10

Suspension and Withdrawal Policy.

SOURCE DOCUMENTS	QP-10	DOCUMENT OWNER	QSI CERTIFICATION MANAGEMENT
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THIS PAGE IS THE PUBLISHED STATEMENT OF QP-10, CERTIFICATION
DECISION, SUSPENSION AND WITHDRAWAL, CURRENT REVISION.

CL. 01 Purpose

A certificate only means something if its status is policed. This document sets out how QSi suspends, reduces, withdraws and restores certification during the life of a certificate, and what a published status means to anyone relying on it.

Suspension and withdrawal are decided by the Certification Committee with Managing Director approval, never by the audit team alone, and every such decision carries the right of appeal under the complaints and appeals process.

CL. 02 What a certificate status means

Every certificate is tracked in the certificate register through one of four statuses.

ACTIVE	VALID FOR THE STATED SCOPE
SUSPENDED	TEMPORARILY NOT VALID
WITHDRAWN	PERMANENTLY REVOKED
EXPIRED	VALIDITY ENDED WITHOUT RENEWAL

Suspension is the temporary removal of certification status pending remedy of specific conditions. Withdrawal is the permanent revocation of certification. Expiry occurs when the three-year validity period ends without a recertification decision.

CL. 03 Grounds for suspension or withdrawal

QSI may suspend or withdraw a certificate on the following grounds.

- Major nonconformities identified during surveillance that compromise conformity with the standard.
- Failure to submit a corrective action plan or implement corrective actions within the specified timeline.
- Failure to allow a scheduled surveillance audit to proceed at the agreed date and time.
- Fraud or intentional misrepresentation in the management system or its implementation.
- Failure to respond to complaints or concerns regarding the effectiveness of the certified system.
- Failure to meet financial obligations to QSI under the certification contract.
- Loss of the certifications or regulatory approvals the organisation requires to operate.
- Refusal of auditor access to facilities, documents or personnel.

CL. 04 The suspension process

Suspension is a formal, documented step with a warning before it and a defined path out of it. The organisation is first notified in writing of the grounds and given the opportunity to respond or implement corrective actions. If the response is inadequate, a formal suspension notice is issued stating the grounds, the effective date, the actions required to lift the suspension, and the timeline for lifting it. The right to appeal is communicated with the notice.

WRITTEN NOTICE OF GROUNDS	BEFORE ANY SUSPENSION
RESPONSE WINDOW	TYPICALLY 15 TO 30 DAYS
SUSPENSION NOTICE	GROUND, DATE, CONDITIONS
SUSPENSION PERIOD	TYPICALLY 3 TO 6 MONTHS MAXIMUM
APPEAL	PER COMPLAINTS AND APPEALS

CL. 05 During suspension

While suspended, the certification is temporarily not valid. The certificate register shows the suspended status, and the organisation must not present its certification as active for the affected scope.

The organisation is expected to implement the required corrective actions within the stated timeline. A follow-up audit may be conducted to verify that corrective actions have been implemented before the suspension is lifted.

CL. 06 Restoration

When corrective actions are verified within the suspension window, the suspension is lifted and the register is updated. If the conditions for restoration are not met within the stated timeline, withdrawal follows.

An organisation seeking reinstatement after suspension or withdrawal is assessed on its remediation. Depending on the reason for the action and the time elapsed, reinstatement can require a full initial-style audit before certification is restored.

CL. 07 **Withdrawal**

Withdrawal permanently revokes the certificate. Unless the organisation itself requests withdrawal, it is notified in writing of the grounds for the proposed withdrawal and given a final opportunity, typically 15 days, to respond or implement urgent corrective actions.

A formal withdrawal notice then states the grounds, the effective date and the right of appeal. The organisation must cease use of the QSI certificate in its marketing and communications. QSI notifies the accreditation body of every withdrawal.

CL. 08 **Scope reduction**

Certification can be reduced rather than removed. A client may voluntarily reduce the certified scope or remove a location, and an amended certificate is issued with the register updated.

QSI may also reduce the scope where part of it no longer meets requirements or is no longer operated, leaving the conforming part of the scope certified.

CL. 09 **The public register**

QSI maintains publicly accessible information on issued, suspended and withdrawn certificates, including a list of certified organisations showing certificate number, scope and validity dates.

The accreditation body is notified of all certification decisions, including grants, suspensions and withdrawals. Significant suspensions and withdrawals are publicly notified where required, and relevant regulatory bodies are informed where law or the standard requires it.

Anyone relying on a QSI certificate can check its current status through the register or by contacting QSI directly.

■ END OF STATEMENT · SOURCE **QP-10**

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