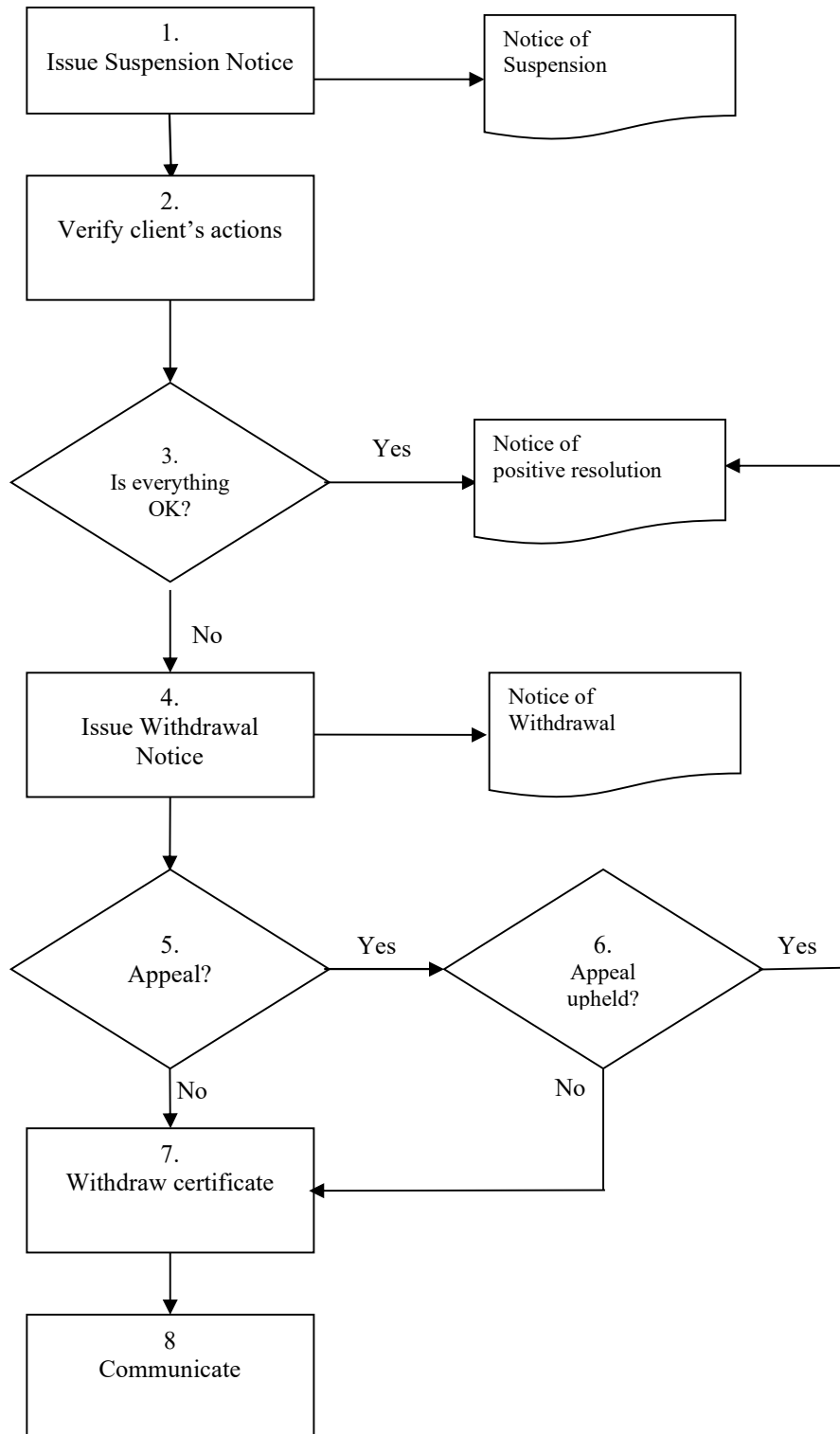


1. **Objective** – To establish requirements for suspension or withdrawal of certificates issued by Management Certification of North America (MCNA).
2. **Scope** – All certificates issued by MCNA.
3. **Process Flow Chart (process may begin at step 1 or step 4)**



4. Procedure

Action	By Whom	When	How
1. Issue suspension notice	a) Client Services Manager b) Operations Manager	a) The client has not paid the appropriate fee b) The client requests suspension of certification or breaches section 8 of the scheme rules and regulations	In writing, by letter, e-mail, fax or other suitable method. The notice of suspension will direct the client: – to take action to resolve the suspension within the time frame specified. – to inform its customers of the suspension, and – not conduct business on the basis of certification, or use of logo.
2. Verify client actions	Client Services/Operations Manager	As per timescale defined in the suspension letter (Should not exceed 6-months from date of suspension)	Obtain objective evidence that the actions have been taken
3. Is everything OK?	Client Services/Operations Manager	After the time specified in the suspension letter	If the withdrawal is not to proceed, to notify the client in writing by letter, e-mail, fax or other suitable method of communication and to confirm the certification validity.
4. Issue withdrawal notice	a) Client Services Manager b) Operations Manager	a) The client has not paid the appropriate fee b) The client requests withdrawal of certification or breaches section 9 of the scheme rules and regulations	Notice of withdrawal to be issued in writing by e-mail or fax, followed by copy sent by surface mail. The notice will require the client: – to immediately discontinue its claim to be approved/certificated. – to return of certificate – not to take orders on the basis of a non-existent certificate. – to withdraw all documents that make use of the Accreditation Mark and/or the Company Certification logo.
5. Appeal?	Client	Following receipt of withdrawal notice	Appeal against withdrawal made to the Advisory Board stating reasons why withdrawal is unjustified
6. Appeal upheld?	Advisory Board	At an Advisory Board Meeting, which may be especially convened	Review all the information submitted by the client and the Operations Manager, assess against the Rules and Regulations and decide whether or not to withdraw the certificate. Inform client of the decision
7. Withdraw Certificate	Operations Manager	Following the withdrawal notice and either a lack of appeal from the client or a decision to proceed from the Advisory Board	Implement the withdrawal notice

Action	By Whom	When	How
8. Communicate	a) Client Services Manager b) Operations Manager	a) quarterly b) Advisory Board meetings	a) A list may be sent to the accredited office detailing any suspended / withdrawn clients, who have not met their financial obligation b) A list of suspended / withdrawn clients is presented to the Advisory Board

5. Documentation

Reference	Title
QP-09	Handling of Complaints and Appeals
Doc 02-3	Scheme Rules & Regulations

11 September 2013

Rev 2

Revised due to Notice of withdrawal to be issued in writing by e-mail or fax, followed by copy sent by **surface mail**.