	UGANDA NATIONAL BUREAU OF STANDARDS CERTIFICATION SCHEME	Document No: CERT/POL/03
	Document Title: POLICY ON SUSPENSION, REDUCTION OR WITHDRAWAL OF CERTIFICATION	Issue No: 03 Revision No: 00 Effective Date: 15/08/2017

This policy provides guidance on in the event of violation of terms and conditions for certification to ensure that UNBS certification remains credible.


UNBS may impose sanctions if the permit holder fails to observe the conditions of the permit, or if in the opinion of UNBS, it is otherwise necessary to do so. Situations that lead to sanctions being applied to client organisations have been highlighted in the procedure CERT/OP/13 and include, but are not limited to: failure to satisfactorily resolve nonconformities and complaints; misuse of certification mark(s) and non-payment of applicable certification fees. The sanctions may also be voluntarily requested by a client to the Executive Director with reasons.

Sanctions available include, but are not limited to: intensification of surveillance activities; reduction of certification scope; suspension; withdrawal; public notice and/or legal actions. The procedure CERT/OP/13 also highlights the process to be followed and conditions when under sanctions and for reinstatement.

The client shall be served with a written notice stating the grounds for the sanctions and be given an opportunity to be heard. The suspension period shall not exceed 6 months. Failure to resolve the issues that resulted in the suspension in time may lead to withdrawal of certification. Certification shall be terminated upon request of the client when the company winds up or liquidates or the production of certain products or provision of services is stopped. If the certification validity has ended and the client has not renewed or applied for renewal, the certification shall be automatically withdrawn.

The permit shall be surrendered to UNBS during the period of suspension and the client shall cease to use the certification mark. The Directory of Certified clients shall be accordingly amended to reflect the status. The client shall take appropriate corrective actions to the satisfaction of UNBS before reinstatement of certification.

An organisation aggrieved by any decision may appeal as provided for in UNBS Act. Appeals shall be handled as per procedure for complaints and appeals CERT/OP/06.

Approved by:  Deputy Executive Director/Standards	Approval Date: 15th August 2017
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