Withdrawal or Reduction of the Scope of Certification Policy

Document No: IGC-P-WRCPOL		Revision No: 03
ISO GLOBAL CERTIFICATION **Drafted By:** Managing Director **Date of Review:** 2026-11-02	**Purpose**	To state ISO Global Certification's policy on when certification is withdrawn or its scope reduced, and the client's rights when this happens.
	Scope	All management-system certifications issued by IGC, for the whole or part of the certified scope or sites.
	Reference	ISO/IEC 17021-1:2015 clauses 8.1.3, 8.3, 9.6.5, 9.8 and 9.9; IAF MD 1; ISO/IEC 27006-1:2024; IGC-P-WRCP; IGC-P-SP; IGC-P-ACHP; IGC-P-RORP; IGC-P-UOCL.
	Responsibility	Top Management owns this policy; the procedure for applying it is IGC-P-WRCP. The certified organisation is responsible for meeting the standard and certification requirements, and for informing IGC of changes affecting its certification.

1. Purpose

To state ISO Global Certification's policy on when certification is withdrawn or its scope reduced, and the client's rights when this happens.

2. Scope

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3. Responsibility

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4. Policy statement

IGC withdraws certification, or reduces its scope, when certification can no longer be relied upon for all or part of what is certified. Decisions are taken by a competent decision maker who did not take part in the audit concerned, and are applied consistently under IGC-P-WRCP.

5. Grounds

- the organisation persistently or seriously fails to meet the requirements of the standard or of certification, including failure to maintain the effectiveness of its management system;
- the issues that led to suspension are not resolved within the time set by IGC (IGC-P-SP);
- the organisation significantly changes its operations, activities or sites so that the certified scope is no longer supported, or requests a reduction or withdrawal;
- misuse of certificates or certification marks that is not corrected (IGC-P-UOCL);
- failure to allow surveillance or recertification audits to be carried out, or non-payment under the certification agreement.

6. Communication and appeal

The decision is communicated in writing, stating the reasons, the effective date, the scope removed or the withdrawal, the client's obligations and the right to appeal. The organisation may appeal in writing within 30 days of receiving the notice. Appeals are reviewed by persons not involved in the decision, under IGC-P-ACHP, and the outcome is communicated in writing.

7. Effect of the decision

On withdrawal, the organisation must stop using the certificate and certification marks and all references to certification. On scope reduction, a revised certificate is issued and the organisation must amend its references accordingly. IGC confirms the current certification status to any party on request; reasons for the decision are not made public.

8. Records

Records of the decision, its reasons, notices and any appeal are retained under IGC-P-RORP and are confidential. Related records: client record and status, IGC-F-CERTD, IGC-R-CERT, IGC-R-CAR.