



SERI COP Advisory 7

Advisory No. 7 – COP Timelines

Reference Document: R2 Code of Practices

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Effective Date: May 11 2017

Purpose of Advisory

In order to ensure that SERI is receiving information on certificate changes/ responses to complaints etc. in a timely fashion, SERI has outlined and reiterated the timelines specified in the Code of Practices (pg. 19) and has added timelines for other requests.

New certificates	Must be sent to SERI within 5 days of issuance (Section VIII B1)
Major Non-conformances	Every 30 days each CB must send a report listing and describing each major NC issued by its auditors. In the event that no majors have been issued, the CB must communicate this to SERI as well. (Section VIII B6)
Complaints to CBs	Complaints about R2 certified facilities must be shared with SERI within 30 days of receipt (Section VIII B3)
Suspensions/revocation/v	SERI must be informed within 5 days of all



oluntarily withdrawn/reinstated certificates	certificate status changes (Section VIII B2)
Response to SERI emails/requests	Initial response must be received within 5 days of date of receipt
Response to Significant Concerns Reports/complaints	SERI must receive an initial response within 30 days of CB receiving report (Section VIII B4). The response must include, at a minimum, a plan of action to investigate and resolve each significant concern in a timely manner. CB must also provide status reports on a monthly basis until the significant concerns are satisfactorily resolved.
Changes in auditor pool	Inform SERI within 30 days of change
Providing auditing packages to SERI	Within 5 days of date of receipt of request from SERI