



The Certification Body that certifies my company is rated 3 stars – what does this mean for my certificate?

There is no reason to doubt the validity of currently issued certificates and the certificates will be valid for the duration of the certificate. The star rating affects the service performance of the Certification Body head office and they will have submitted to BRC an action plan to rectify the issues within a specified period.

I am certificated by a 5 star rated Certification Body – does this mean my certificate is better than others?

No, all BRC audits are carried out to the same protocol and the same high standards. The Certification Body head office has been rated according to their service level performance.

My Certification Body has been suspended and my audit is due.

You will need to find an alternative approved Certification Body from the approved list in the BRC Directory to ensure that your audit is undertaken on time.

I am looking for a Certification Body to carry out my audit – will a five star site be more expensive?

The cost of an audit is set by the Certification Body and depends on the complexity and length of the audit, the availability of auditors and the business strategy of the Certification Body, the star rating should not affect the cost.

There are no five star Certification Bodies in my country does this matter?

No – all Certification Bodies listed on our website are approved by BRC and can provide audits

I'm not convinced the star rating for my Certification Body is justified as I would like to complain about the service.

BRC has a robust complaints and referrals programme. The BRC also re-assesses the star rating every 6 months and takes into account complaints and how they are handled as part of the key performance indicators on which the rating is based.

I have a valid certificate from a Certification Body that has since been suspended or downgraded, does this affect my certification?

No the certificate remains valid. IF the Certification Body remains suspended you will need to appoint a different Certification Body to conduct your next audit