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Introduction

On successful application for the status of Registered Gas Installer (RGI), the applicant agrees to abide by the requirements of the Criteria Document issued by the CER and the Rules of Registration issued by RGII. Failure to comply with either may lead to suspension and ultimately to termination of the RGI's registration.

The procedure applies to Companies and RGIs.

1. Suspension

This Suspension procedure will be implemented on failure by any RGI (Individual or Company Registered) to meet the requirements of the Criteria Document and/or Rules of Registration, specifically the requirements for insurance, annual subscription, inspection & audit and return of declaration of conformance certificates.

Suspension can also arise from an order that has been issued by the Disciplinary Committee following a complaint against an RGI.

Prior to suspension the RGI will be contacted by RGII by phone, email, letter or SMS as per the table on Appendix A. Failure to comply with the Criteria document and rules of registration within the defined periods will result in suspension of the registration.

While suspended an RGI is deemed as "non-registered" and will be unable to carry out "gas work", purchase or issue any Declaration of Conformance Certificates. His/her name will also be removed from the published register on the RGII web site.

An installer who carries out 'gas work' while suspended is committing a criminal offence and may be subject to prosecution.

Suspension of the registration status of a company for failure to meet the requirements of insurance cover and/or payment of subscription fees and/or return of conformance certificates will result in suspension of all RGIs employed by the company.

Suspension will be lifted only when the RGI/ Company concerned meets the requirements of the Criteria document and the Rules of Registration.

2. Termination

Termination of the registration of an RGI or a Company will occur in the following circumstances:

- On a voluntary basis,
- As a decision of the Disciplinary Committee,
- As a result of an escalation of the suspension process, as outlined in this procedure.

The period an RGI or a Company is suspended is monitored and if it exceeds a defined limit of time it triggers the de-registration process as per table below:

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Subject		Communication 1	Communication 2	Termination
- Insurance				
- Annual Subscription Fee	Means	Pre-Termination Letter		Termination Letter. RGI De-Registered with immediate effect.
- Inspection & Audit				
- Return of Certificates	Time frame	4 wks after suspension date		8 wks after suspension date

De-registration of a company will result in the suspension of all RGIs employed by the company.

The RGI / Company concerned will be sent a termination letter, via registered post, notifying them they are de-registered with immediate effect and must return all outstanding Conformance Certificates and all documentation pertaining to the RGI brand. For the avoidance of doubt, this will include those Conformance Certificates issued but not yet remitted to RGII. The RGI or Company must also cease to display any logos on vehicles or letterheads pertaining to the RGI brand.

An installer who describes themselves as a Registered Gas Installer following termination of their registration status is committing a criminal offence and may be subject to prosecution.

An installer who carries out 'gas work' following termination of their registration status is committing a criminal offence and may be subject to prosecution.

3. Re-instatement of registration following de-registration

The re-instatement of a de-registered RGI is at the discretion of RGII as outlined below:

- The RGI will have recourse to re-apply for membership of RGII but he/she must follow in full RGII's application procedure.
- RGII will then decide upon the RGI's reinstatement based upon the registration & evaluation decision as set out in RGII's application procedure.
- A re-registration fee will apply.

4. Appeal of Suspension / Termination of Registration

The application of this procedure is at the discretion of the RGII. The RGII decision with regard to suspension and/or termination of registration is final.

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5. Special cases for RGIs / Companies not carrying gas work for certain period of time

RGIs may not be able to carry out because of:

- Ill health
- Having no work
- Being away
- Having left the company
- Suspension or Termination of company registration.

Such cases are dealt with as follows:

- a. The registration may be put on-hold during the period the RGI cannot carry out gas works for reasons listed above. When on-hold, the RGI registration is suspended, he/she is removed from the RGII website and the escalation process will not go further. The on-hold period is limited to 12 months. To remain on the register after this period, the RGI has to comply with the requirements of the Criteria Document and Rules of Registration in terms of subscription, insurance and inspection.
- b. An RGI who has paid the current year subscription but lets his registration go into suspension mode as a result of not been able to:

- arrange an inspection for the reasons mentioned above, or
- renew his insurance

may have his/her registration put on-hold providing:

- RGII is notified in writing by the RGI, and
- The escalation process did not already lead to the termination of the RGI's registration.

In the event the RGI returns to gas work before the end of the calendar year and providing the insurance is valid and he/she has been inspected (or has booked an inspection) the RGI's registration will be unsuspending.

- c. If the RGI cannot pay or does not want to pay the current year subscription at the start of the year and providing:
 - the escalation process did not already lead to the termination of the RGI's registration, and;
 - the annual subscription fee was paid in the previous year, and;
 - RGII is notified in writing by the RGI

then his/her registration may be put on hold.

In the event the RGI wishes to carry out gas work, he/she has to notify RGII and has to ensure that all requirements for annual subscription, insurance, inspection are met.

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- d. A similar approach will be taken for companies.
- e. RGII is following a non-refund policy for fees.

Associated Documentation:

- Application Procedure 3.1
- Registration Procedure 3.2
- Disciplinary Procedure 3.5
- Complaint against Installers Procedure 3.7
- Criteria Document
- Rules of Registration

Appendix A

Subject		Communication 1	Communication 2	Communication 3	System	Suspension
Insurance	Means	Reminder Letter			Website	Suspension Letter
	Time frame	3 wks before insurance expiry date			RGII automatically removed from website on expiry date	2nd week after expiry date: RGI Suspended with immediate effect.
Subscription fee	Means	Invoice	SMS 1	SMS2		Suspension Letter
	Time frame	In December for renewal in the new year with payment by 31 January	2 weeks before due date of 31 January	On due date (31 January)		One week after due date (first week of February)
Inspection & Audit	Means	Call/SMS/Email	Call/Text/Email	Warning Letter		Suspension Letter
	Time frame	1 st attempt by inspector to arrange an inspection	2 nd attempt by inspector to arrange an inspection – at a minimum 2 weeks and a maximum of 4 weeks after 1 st attempt	RGI given 2 weeks to call inspector to arrange an inspection to take place within 4 weeks of letter date		No feedback from the RGI or no inspection within the 4 week period: RGI Suspended with immediate effect.
Return of Conformance Certificates	Means	Reminder Letter				Suspension Letter
	Time Frame	Weekly monitoring of return of certificates and letter sent out to worst RGI offenders				No feedback from RGI 10 working days after reminder sent out or Declaration not sent back or signed