



# Sierra Pacific Industries

P.O. Box 496028 • Redding, CA 96049-6028 • (530) 378-8000

TO: **Interested Public**  
FROM: Cedric Twight  
SUBJECT: Complaint Filing Procedures  
DATE: June 16, 2017

The Forest Stewardship Council (FSC) requires an in place mechanism to address complaints relating to the company implementation of the FSC Chain of Custody Standards FSC-STD-40-004 V3-1. Sierra Pacific Industries takes all complaints seriously and will investigate each complaint it receives. Sierra Pacific Industries, upon determining a complaint is legitimate it will develop the appropriate procedure and/or processes to address the complaint. Any new procedures and/or processes will be investigated annually during our internal audit to determine their effectiveness and make corrections to those procedures and/or processes as necessary. If you have a complaint please provide the following information:

Name:

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Telephone Number

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Email

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Nature of the Complaint:


The information above will be transmitted to the Sierra Pacific Industries Manager of Regulatory Affairs who will respond to the complaint at their earliest convenience.

Thank you.