

SPI's Procedures for Addressing Complaints relating to FSC or SPI's compliance with its FSC Certification

FSC-STD-40-004 at 1.5 and FSC CW Standard (40-005 v3-1, section 7) requires the organization to ensure that complaints received regarding the organization's conformity to the requirements applicable to the scope of the organization's CoC certificate and Controlled Wood Due Diligence System are adequately considered. In order to facilitate the effective processing of complaints the SPI Certification Manager will complete the following steps when a complaint is received.

1. Using the completed complaint form found at <http://www.spi-ind.com/Home/Library/ForestStewardshipCouncil>
 - a. The SPI Certification Manager will acknowledge receipt of the complaint to the person/organization raising the complaint within two (2) weeks of receiving the complaint;
2. The SPI Certification Manager will investigate the complaint and specify its proposed actions in response to the complaint within three (3) months. If more time is needed to complete the investigation, the complainant and the organization's certification body shall be notified;
3. The SPI Certification Manager will take appropriate actions with respect to complaints and any deficiencies found in processes that affect conformity to the certification requirements;
4. Notify the complainant and the organization's certification body when the complaint is considered to be successfully addressed and closed.