



Sierra Pacific Industries

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

TO: **Interested Public**
FROM: Ted James
SUBJECT: Complaint Filing Procedures
DATE: May 2022

The Sustainable Forestry Initiative (SFI) and Forest Stewardship Council requires an in place mechanism to address complaints relating to the company implementation of the SFI and FSC Standards. 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:

Telephone Number

Email

Nature of the Complaint:

The information above should be transmitted to the Sierra Pacific Industries Director of Forest Certifications (tjames@spi-ind.com) who will respond to the complaint at their earliest convenience.

Thank you.