



# Sierra Pacific Industries

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

TO: **Interested Public**  
FROM: Certification Coordinator  
SUBJECT: Complaint Filing Procedures  
DATE: January 2026

The Sustainable Forestry Initiative<sup>®</sup> (SFI<sup>®</sup>) and Forest Stewardship Council<sup>®</sup> (FSC<sup>®</sup> C084658) requires an in place mechanism to address complaints relating to the company implementation of the SFI<sup>®</sup> and (FSC<sup>®</sup> C084658) Standards. Sierra Pacific Industries takes all complaints seriously and will acknowledge the receipt of the complaint to the complainant within two (2) weeks of its receipt and investigate and specify its proposed actions in response to the complaint and its certification body within three (3) months. 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 should be transmitted to the Sierra Pacific Industries Certification Coordinator ([astubbendick@spi-ind.com](mailto:astubbendick@spi-ind.com)) who will respond to the complaint at their earliest convenience.

Thank you.