



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:

Telephone Number

Email

Nature of the Complaint:

The information above should be transmitted to the Sierra Pacific Industries Manager of Regulatory Affairs (ctwight@spi-ind.com) who will respond to the complaint at their earliest convenience.

Thank you.