

**Indiana Division of Forestry
FSC Controlled Wood
SCS-COC-002041**

Complaints Procedure

Complaints supported by evidence related to supplies of controlled wood will be assessed by the Property Program Specialist within 2 weeks of receipt. In the event that evidence is considered relevant, a field verification will be conducted within 2 months of receipt of the complaint. Field verifications will be conducted by personnel with sufficient expertise and knowledge to be able to conduct the verification in accordance to the standard (Annex 3 of FSC-STD-40-005 V2-1).

If the field verification concludes that the wood does not meet the requirements of FSC Controlled Wood standard Annex 3, or if the field verification is not conducted within 2 months of receipt of the complaint, then the supply will be excluded from our FSC Product Groups and no claims about this material will be made until the supply has been proven to comply with the FSC Controlled Wood requirements. Furthermore, the Division of Forestry will notify the United State FSC National Initiative and SCS of the results of the verification within 2 weeks.

Records of all complaints received and actions taken will be kept for a minimum of 5 years and made available to SCS upon request.

Anyone may submit complaints along with evidence to:

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402 W. Washington, Room W-296
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Fax : (317) 233-3863
Email : chauser@dnr.in.gov