The Ohio Forestry Association (OFA) receives complaint, documents complaint on **Ohio SFI Inconsistent Practice Report** and responds to complainant within 3 business days.

**OFA determines whether complaint is about:**

- **SFI Program Participant or supplier for Participant**
  - OFA determines whether complaint is:
    - An Inconsistent Practice based on the SFI Program Standard
      - OFA contacts the involved parties and stakeholders by phone, attempts to resolve the complaint issue.
    - Not an Inconsistent Practice based on the SFI Program Standard.
      - Complaint issue resolved over the phone. Program Participant follows own internal procedures, and reports to OFA, in writing, on any actions taken in response to complaint. **OFA updates Ohio SFI Inconsistent Practice Report**.
  
- **Company not affiliated with SFI, Inc.**
  - Complete OFA Inconsistent Logging Practices Reporting Form and forward to appropriate organization or state agency.

**Complaint issue not resolved over the phone. OFA arranges field visit with involved parties and stakeholders.**

**Program Participant follows own internal procedures, and reports to OFA, in writing, on any actions taken in response to complaint. OFA updates Ohio SFI Inconsistent Practice Report, noting whether complaint is resolved or unresolved.**

**OFA informs complainant on status of complaint issue, in writing within 30 days. Feedback given to stakeholders, with all party names removed.**

**OFA files all pertinent information (confidential), provides Ohio SFI Program Implementation Committee with annual Inconsistent Practices Summary Report for Annual SIC Progress Report to SFI, Inc.**

Revised 5/12/14