

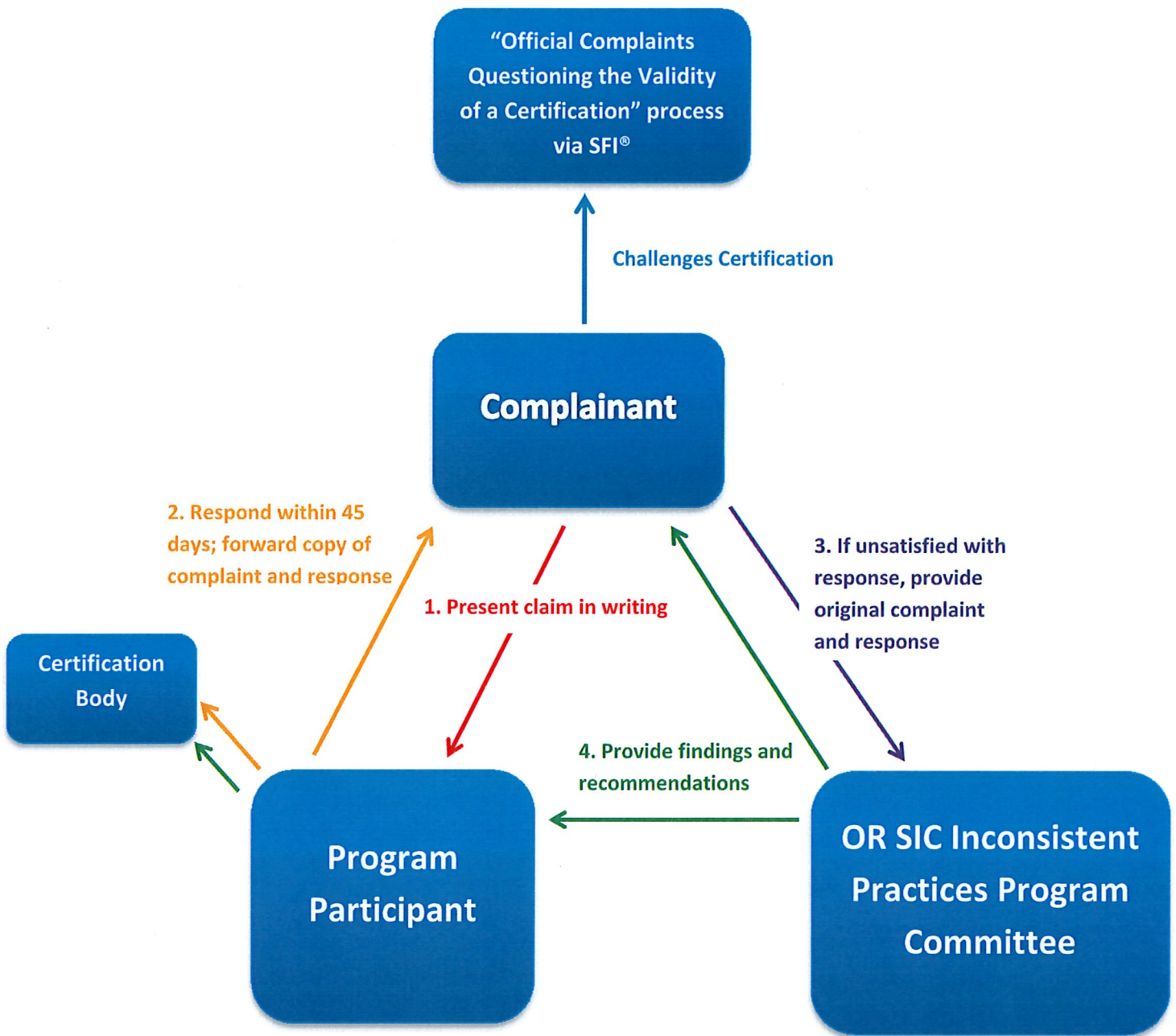
## Oregon SIC Inconsistent Practices Program

Within the SFI® Standard 2015-2019, Section 11 addresses *Public Inquiries and Official Complaints*. The process for addressing claims about a Program Participant's inconsistent practices is clearly defined. The SIC is involved only in cases where a Complainant does not feel their inconsistent practice claim was adequately addressed by a Program Participant. In these events, the OR SIC is required to investigate the claims using its Inconsistent Practices Program. The OR SIC shall use an Inconsistent Practices Committee (IPC) to conduct their review under the guidelines provided below. The role of the IPC is to provide an objective review to determine whether the Program Participant's response was complete and reasonable.

### *Investigation Guidelines*

1. Committee members shall declare whether there is an actual or perceived conflict of interest. In the event that a committee member must recuse themselves, an alternate member will be appointed.
2. The committee will investigate the Program Participant's response by reviewing the following items:
  - a. Did the Program Participant respond to the Complainant within 45 days?
  - b. Did the Program Participant forward a copy of the complaint and response to their Certification Body?
  - c. If applicable, did the Program Participant engage appropriate agencies?
  - d. Did the Program Participant provide appropriate documentation?
    - i. During the investigation, it may be necessary for the committee to contact the Program Participant to request supporting documentation.
  - e. Did the Program Participant sufficiently address the Complainant's claim?
3. Following the committee's investigation, the OR SIC Chair will provide findings and recommendations (if any) to the Complainant and Program Participant.
4. Documentation related to the investigation will be archived for three years, after which time it will be destroyed.

## Proposed Oregon SIC Inconsistent Practices Program Flow Chart



**Step 1 – Complainant presents specific claims of inconsistent practices in writing with sufficient detail**

**Step 2 – Within 45 days, Program Participant responds to Complainant and forwards complaint and response for review by Certification Body during next scheduled surveillance or recertification audit**

**Step 3 – If not satisfied with response by Program Participant, Complainant provides original documentation and response to OR SIC Inconsistent Practices Program Committee**

**Step 4 – Within 45 days, OR SIC IPP Committee provides findings and recommendations to Complainant and Program Participant; Program Participant forwards findings and recommendations to Certification Body for review**