



Complaint Resolution for Voting Members Policy

Approved June 21, 2017

In the event of conflict between vendors or vendors and the administration, the Sackville Farmer's Market will implement the following complaint resolution policy.

Public airing of concerns on Market day is not permitted since it weakens the fabric of the good will we are all working to strengthen.

1. The Sackville Farmer's Market encourages all vendors to address their concerns directly with the appropriate person(s) – another vendor or the Market Manager - as soon as reasonably possible.
2. Situations involving Market Administration or Policy are most quickly clarified by contacting the Market Manager directly.
3. If after addressing your concerns with the appropriate person, you still need help to resolve an issue, the Sackville Farmer's Market will implement the following process:
 - All complaints or concerns should be directed to the Market Manager in writing using the complaints resolution form (appendix A) - either by email, post or in person at the market.
 - The Market Manager will review all complaints with the Board Chair.
 - If complaints or concerns are related to a Market employee, they can be brought directly to the Chair of the Sackville Farmer's Market in writing. The Chair will only act upon items received in writing.
 - A \$25 filing fee, which can be shared by a group of vendors, must accompany any written complaint to the board. The fee will be returned once the board deems the complaint to be valid.
 - The Sackville Farmer's Market Board will review complaints and acknowledge receipt within 48 hours.
 - The Sackville Farmer's Market board will discuss the complaint at the next Board meeting and will propose a solution or offer a mediation session to resolve the issue.
 - The Sackville Farmer's Market board will treat all complaints with appropriate discretion and sensitivity.

This policy applies at any time and at any location where the Sackville Farmer's Market business is carried out, and includes any other location where such behavior may have an impact on the work relationship and market environment.

Complaint Resolution Form—Appendix A

Current Date:

Your Vendor Business Name:

Your Contact Information (name, phone number, email or mailing address):

Your Concern:

What steps have you taken to attempt to resolve your complaint:

Market date and approximate time at which the violation occurred (if any):

Signed

Date

For Market Use Only:

Notes:

Date Rec'd

By