

# **Bremerton Farmers Market**

## **Code of Conduct/Grievance Issues**

1. All members are expected to be respectful and courteous at all times. Use of profanity is a grievous offense and will not be tolerated.
2. Physical conflict will result in immediate termination of membership. Customers engaging in physical conflict will be removed from the market.
3. Problems arising at Market will be immediately relayed to the Market Manager. The Market Manager will resolve the issue by the end of the market day, or forward it to the Board of Directors. It is at the discretion of the Market Manager to involve the available Board members at Market to resolve a conflict or answer questions that may arise. Consumers may use the grievance process.
4. Members who use abusive or threatening language, circulate rumors, or file false or frivolous reports that affect the reputation, integrity, or smooth operation of the market shall be subject to Corrective Action(s).
5. Grievances must be submitted in writing to the Market Manager or to any Board member. A formal grievance hearing will be scheduled within a reasonable time frame, allowing Board members and applicable involved members ample time to review material. All parties should be represented, but meeting can be held without the cooperation of applicable involved members if necessary. A grievance must be filed no later than two weeks from the date of the incident.
8. The safety and actions of minors are the responsibility of the parents at the market. The parents are held accountable for minors.
9. A membership can be revoked by the authority of the Market Manager or by due process of the Board of Directors.
10. The Market Manager and the board have the authority to contact law enforcement to have someone removed from the Market location, or contact appropriate emergency personnel for any situation.

Corrective Action(s) are necessary in the grievance process. The action(s) will remain active on vendor profile for one year. Actions are as follows:

First Offense: Verbal or written notification

Second Offense: Suspension of one market day

Third Offense: Termination of membership.

However if the offense is deemed to be serious enough, membership may be immediately revoked.

11. Any member given a corrective action must comply or risk loss of membership. All parties to a dispute will receive written notification of the Board of Directors decision.
13. If a member accumulates 3 or more corrective actions in a one-year period, the Board of Directors has the jurisdiction to revoke membership and/or recommend denial of future application for membership.
15. Rules and regulations shall be consistently applied with respect to all members.