

### ***Complaint Procedure for Vendors and Customers of the Bremerton Farmers Market***

The intent of the Bremerton Farmers Market is to comply with all rules and policies written in the currently adopted “Rules and Policies” of the Bremerton Farmers Market. A complaint procedure has been established by the BFM board and will be used if a member or customer believes a rule violation is occurring.

Vendors and customers of the Bremerton Farmers Market who believe a rule violation is occurring are encouraged to utilize the following complaint procedure:

- A. In the event a vendor or customer believes she or he has witnessed a “Rules and Policies” violation, that individual should discuss the situation with the Market Manager in an effort to resolve the issue.
- B. If a resolution cannot be reached through discussion with the Market Manager, the vendor or customer should put the complaint in writing to the Market Manager who is required to respond in writing within 10 days.
- C. If a resolution still has not been reached, the vendor or customer should present the written material (his or her complaint and the Market Manager’s response) to the Bremerton Farmers Market Board President within 10 days of receiving the Market Manager’s response. The Board President will respond to both parties within 10 days of receiving the complaint.
- D. If the Board President cannot resolve the complaint, or if the complaint involves the Board President, the vendor or customer may present the complaint to the entire Board. The Board will review any complaint brought before it and will respond in writing to the parties concerned within 15 days of receiving the complaint. The decisions of the Board are final.
- F. There will be no retaliation of any kind against a vendor or customer for bringing up complaints under this procedure.

*Bremerton Farmers Market Board*