



Brockville Farmers Market – Grievance Form

Brockville Farmer’s Market Association (**BFMA**) are charged with enforcing The City of Brockville’s Bylaw 014-97, our Constitution Act (1990) and our Code of Ethics.

It is strongly recommended that vendors should try to resolve internal conflict amongst themselves prior to proceeding to the Grievance application stage which is brought before the board. Note that any problem, complaint or concerns must be brought forward immediately to the Market Ambassador for immediate resolution.

Grievances that cannot be resolved by the Market Ambassador shall be filed in written format to the BFMA. The Market Association reserves the right to 2 weeks for investigation and follow up to resolve grievances. All decisions from the BFMA are final, subsequent infractions and or complaints could lead to suspension of vendor allocation and or termination of vendor agreement.

Your Name: _____

Company Name: _____

Phone number: _____

Email Address: _____



Please Print

Who are the parties involved:

What is the main issue (use a blank page for more details):

Your Signature _____

Date: ____/____/____

Date Received: ____/____/____

Received by: _____

Procedure:

- 1) Grievance accepted
- 2) Board notified for grievance hearing
- 3) Board meeting called for deliberation of grievance (closed meeting)
- 4) Possible actions include: warning, suspension or termination of both parties
- 5) Follow up Notices sent out to parties involved

Filing a grievance is a serious action as it takes up the Market association's time, please be sure you have tried every option prior to accepting this final course of action.

Subsequent infractions from the same vendor after receipt of written warning could lead to a suspension of allocated spot and or termination of vendor agreement.

While the market association wishes all vendors a truly rewarding market experience, we will **NOT** tolerate ill or rude behaviour in a public market as stated in our Code of Ethics. Please remain calm at all times and continue to present professionally to our customers. Public outbursts in front of customers are **NOT permitted** in our market, such behaviour is grounds for warning / suspension or you will be asked to leave.

Please submit your form in person to a member of the Brockville Farmer's Market Executive Committee.