



WHISTLER FARMERS MARKET SOCIETY

Code of Conduct

Purpose

Members of the Whistler Farmers Market are asked, as part of their contract, to abide by the following points in their participation in Whistler Farmers' Market activities.

Any complaints or grievances about vendors or WFM employees must be made in writing to the Chair of the WFM Board.

Consequences for violating any of the rules will result in the following process:

1. Verbal Warning
2. Written Warning
3. Two week suspension of vending privileges
4. Loss of table for balance of season

- All members/representatives should conduct themselves in a professional, courteous and harmonious manner in their interactions with consumers, other members, market representatives and the general public.
- All members/representatives must dress appropriately, including shoes and shirts at all times.
- Smoking by member/representatives is not permitted at the market sites.
- Profane language and discourteous actions are prohibited. Such instances should be reported immediately to the Market Manager and will lead to disciplinary actions including but not limited to issuing a warning and potential expulsion from the market that day. Should this behaviour continue and after it is documented in written format by the Market Manager, the Board of Directors may consider terminating the member's participation in the market. Should the member's participation in the market is terminated, the member/representative forfeits all fees paid to the market prior to termination.

Consequences for violating any of the rules will result in the following process (continued):

- Vendors should consider the comfort of other vendors and the public, and appropriately limit aggressive selling techniques such as hawking, or calling attention to products in a loud, repetitive public manner. When aisles are particularly crowded, standing in the aisles while providing samples to customers should be avoided.
- All vendors need to respect each other's stall space and products during Market hours and stay within the boundaries of this policy.

Vendor Grievance Procedures

Whistler Farmers' Market Board members, the Market Manager, and vendors all have a responsibility to create a safe and positive environment at the Whistler Farmers' Market.

It is the policy of Whistler Farmers' Market that all staff, volunteers, members and customers be treated in a fair and equitable manner and that members adhere to established policies and procedures. All market participants are encouraged to resolve difficulties in private on a one-on-one basis. The Market Manager may facilitate and mediate a discussion if needed.

The Board seeks to resolve member complaints and concerns in a fair and equitable manner.

Members may utilize the Grievance Form to submit grievances for orderly resolution with freedom from discrimination, coercion, recrimination, restraint or reprisal.

The resolution of grievances promotes more effective relationships and is in the best mutual interest of all affected parties.

- Any concerns should be made in writing to the Board of Directors for review. When possible, the concerns should be reported immediately upon observation for action at the next Board of Directors meeting.
- Members are responsible for satisfying consumer complaints in an appropriate and professional manner. If numerous written complaints are received about a member or their representative's conduct or products from consumers, the Board may suspend the market privileges of the member pending review and choose an appropriate course of action.
- Any written complaints about market policies, enforcement of policies, member activities or market actions will be reviewed and acted upon by the Board of Directors in accordance with a Grievance Procedure adopted by the Board. Resolution of complaints under this procedure is binding upon all parties in the complaint action and not subject to further appeal.

Compliance

- The Market Manager or their designee has on-site responsibility for ensuring compliance with all rules of the Market on behalf of the vendors and WFM Board.
- To help ensure public safety and a positive Market environment, if a vendor does not abide by the rules of the Whistler Farmers Market or comply with applicable federal, provincial or local regulations applicable to Market participation, the Market Manager or designee may in collaboration with the Board take any action deemed appropriate, including barring the vendor from selling at the Market for that day and any future Market days. Each such instance has to be documented and the report has to be sent to the Chair on the same day. The decision to barre the vendor from selling at the Market for the day has to be approved by the Chair of the Board.
- Customer complaints will be forwarded to vendors, discussed and kept on file by Market Manager and discussed with the Board. Ongoing complaints may result in disciplinary action including removal from the Market.

Filing a Grievance

The Board cannot act on hearsay, anonymous, vague or untimely complaints. A Grievance Form can be completed online on the market website or picked up from the Market Manager during normal market hours. The completed Form must be submitted to the Board as soon as possible and within 14 days of an incident.

Suggestion to create an online Grievance Form that can be completed and submitted to the WFM Manager, VAC and the Chair online. If not the following process should be implemented:

The completed Form must be submitted to the Board within 14 days of an incident through one of the following means:

- 1) mail to:
- 2) return to the Market Manager and the Chair of the Board during normal market hours in a sealed envelope with “Grievance Form” printed on the front
- 3) submit to the Chair of the Board if the grievance is against a member of the Board or Market Manager.

Grievance Process

- Complaints or problems should be directed to the Market Manager in a timely manner that is not disruptive to the Market.
- The Market Manager reviews each Grievance Form with the Board Chair or Vice- Chair. The concerned vendor will receive a specific written update and/or response within two weeks. All efforts will be taken to ensure vendor confidentiality.
- A vendor may appeal any decision of the Market Manager concerning violation of the rules within 30 days. An appeal must be presented in writing to the WFM Board Chair.

A decision by the Board Chair, after informing the Whistler FM Board, shall be issued within 30 days of receipt and constitute a final and binding decision of any appeal.

Vendor Advisory Committee (VAC)

To deal with grievances in a timely and fair manner, the Board will elect at least, but not limited to, three (3) members to the Vendor Advisory Committee at the beginning of their term. The Committee will be comprised of at least two current board members, including the Chair of the Board and at least one non-board member.

Grievance Protocol

Upon receipt of the complete Grievance Form, the WFM Board will take the following steps, depending on the nature of the allegation:

1. For allegations that are operational in nature, including but not limited to parking, set-up, dues, or hours, the following steps will be taken:

- At least one representative from the VAC will present the allegation and a recommended action at the next scheduled board meeting if the complaint cannot be handled via email. The complainant may be invited to this meeting.
- The Board will decide whether or not to take action; if an action is required, the Board will develop a plan to implement the action.

Grievance Protocol (Continued)

- The VAC will compose a written response to the complainant with details on the decision and how it was reached.

- The board's decision is final and cannot be appealed.

2. For allegations that raise safety concerns, the following steps will be taken:

- For immediate safety concerns or if the allegation breaks the law, the police should be called.
- For safety concerns that do not require immediate action Grievance Protocol 3 will be enacted.

3. For issues that are not immediate, the Vendor Advisory Committee will notify all Board members via email within 48 hours of receiving the Grievance Form:

- The Chair will decide if a special Board meeting is needed to handle the issue; if so, the meeting must take place within 7 days; if not, the Board must be able to act on the allegation via email within the same 7 day period, and the Complainant notified immediately via email or mail of the Board's decision on a course of action.

- The purpose of the meeting shall be to discuss the grievance and reach a determination as to its resolution. The resolution shall be determined by a majority vote of the committee members and shall be communicated to the grieving party within 14 days of submission of the written complaint.

- The Board's decision is final and cannot be appealed.

Grievance Protocol (Continued)

4. For allegations that include accusations against a vendor, the following steps will be taken:

- The Vendor Advisory Committee will notify all Board members via email within 48 hours of receiving the Grievance Form.

- The Chair will decide if a special board meeting is needed to handle the issue; if so, the meeting must take place within 7 days; if not, the board must be able to act on the allegation via email within the same 7 day period.

- The Vendor Advisory Committee will contact both the accuser and the accused to see if mediation is possible within 7 days of the special board meeting/board email exchange. The Conflict Resolution Committee may seek the aid of a third party expert or facilitator if deemed necessary.

- If the situation cannot be resolved to the satisfaction of the parties involved, an appeal may be made to the Board of Directors.

Develop an appeal procedure: 30 days to appeal, Appeal must be received via email to the Chair of the Board, Will be voted on at the next board meeting, unless immediate action is required, as determined by Chair of the Board, Board's decision is considered final

Disciplinary Consequences

The WFM Board, as a result of the violation, may enforce any of the following disciplinary consequences:

- Writing a letter of apology to the affected party
- Repair of or restitution for property damage
- Probation for a specified period of time with the understanding that another violation will lead to a more serious disciplinary action
- Suspension from the market for a period of time
- Reassignment to a different space in the market
- Permanent exclusion from the market
- Referral to the appropriate law enforcement agency or other authority

Whistler Farmers' Market Vendor Grievance Form

Please submit this form directly to Whistler Farmers' Market management on the market day or within a week of the market during which the alleged violation occurred.

1. Vendor Business Name:

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

3. Concern:

4. What is your best case scenario resolution?

5. Market date and approx. time at which the violation occurred:

Signed

Date

By signing your name, you hereby state that the complaint is truthful.

You also agree to keep the complaint confidential while the Market Manager and the WFM Board works to address the matter.

For Whistler Farmers' Market Board Use Only

Notes:

Date Rec'd _____ By _____

Status: