

HDFM Code of Conduct/Grievance Policy

The Historic Downtown Farmers Market (HDFM) is a community event where many diverse people are gathered to shop and sell. Vendors, their representatives, board members and customers are expected to conduct themselves in a respectful, safe, courteous and harmonious manner with customers, Market staff and with each other.

1. All vendors are expected to be respectful and courteous at all times. Use of profanity is a grievous offense and will not be tolerated.
2. Vendors who use abusive or threatening language, circulate rumors, gossip, or file false or frivolous reports that affect the reputation, integrity, or smooth operation of the market or another vendor will be subject to Corrective Action(s).
3. Physical conflict will result in immediate termination for the remainder of the season with no refund given.
4. 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 also use the grievance process.
5. Grievances must be submitted in writing on the grievance form and submitted to the Market Manager or to any Board member within two weeks of the incident. The Grievance Committee will review the information and schedule a meeting within a reasonable time frame, allowing Board members, and any involved vendors, ample time to review the material.
6. The safety and actions of minors are the responsibility of the parents/guardians at the market. The parents/guardians are held accountable for minors.
7. The Market Manager and the board of directors have the authority to contact law enforcement to have someone removed from the Market, or contact appropriate emergency personnel for any situation.
8. If Corrective Action(s) are necessary in the grievance process, the action(s) will remain active on vendor profile for a minimum of one year. Actions are as follows:
 - First Offense: Verbal or written notification
 - Second Offense: Suspension of one market day
 - Third Offense: Permanent removal from the Market

If the first offense is deemed to be serious enough, permanent removal will happen with no refund given. If property damage has occurred, restitution will be required.

9. Any vendor given a First Offense corrective action must comply or risk being removed from the Market. All parties to a dispute will receive written notification of the Board of Directors decision.

10. If a vendor accumulates three or more corrective actions in a one-year period, the Board of Directors has the jurisdiction to remove them from Market and/or permanently deny future application for membership.

11. Rules and regulations shall be consistently applied with respect to all vendors, customers and board members. There will be no retaliation of any kind against a vendor, customer or board member for registering complaints under the grievance procedure.

Grievance Policy

The HDFM seeks to resolve vendor complaints and concerns in a fair and equitable manner. Vendors 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 interests of all affected parties.

The HDFM Board of Directors has the authority to ensure vendor compliance with all of the Market's rules, regulations and policies and with all the city, state and federal laws governing farmers' markets. Vendors who have concerns about market operations, vendor policies, or other vendors' compliance should submit the HDFM Grievance Policy form to the Market Manager or a board member. They will inform the President of the HDFM of any filed grievances. If a grievance is being filed against a Market Manager, the form should be submitted to the President of the HDFM.

The HDFM Grievance Policy form can be obtained from the Market Manager or by emailing a request to hsfarmersmarket@gmail.com.

Grievance Process

Fill out a Grievance Policy form obtained from the Market Manager with as much detail as possible. Attach any documentation or evidence to the form, or email the supporting documentation to the Grievance Committee. After reviewing all of the information, the Committee will interview all parties involved and make a final decision. The final decision, and any resolutions, will be submitted in writing to all parties involved.