

# Grievance Policy

*In order to provide a peaceful and cooperative atmosphere within the Yachats Farmers' Market and an amiable relationship with the City of Yachats and the community at large, a structure has been designed to allow for clear communication, cordial interactions and positive enterprise.*

Any problems, concerns or complaints should be directed to the Market Coordinator in writing. If a vendor has an issue with another vendor, the Coordinator should be informed, in writing, within one week of the occurrence. Grievances that can not be resolved by the Coordinator may be examined and settled by the Farmers' Market Board of Review. The Coordinator and Board of Review may also involve, at their discretion, the Person in Charge .

All grievances should be dealt with following the procedures set forth. At no time should a vendor circumvent the Yachats Farmers' Market grievance procedures.

If a vendor approaches the City of Yachats, the Yachats Parks and Commons Commission or the Yachats City Council with problems, complaints, concerns or grievances regarding the Yachats Farmers' Market, they automatically forfeit their membership in the Market.

If a vendor publicly airs problems, complaints, concerns or grievances regarding the Yachats Farmers' Market or individual members of the Yachats Farmers' Market on social media, in blogs, video or audio formats, the vendor automatically forfeits their membership in the Market.

As a voluntary cooperative structure, all conflicts should be resolved in-house.