



Avon Community Farmers' Market: Dispute Resolution Protocol

INTRODUCTION: The Avon Community Farmers' Market (ACFM) is a not-for-profit community market and as such it is expected that the Board, vendors and customers will act in the best interests of the overall market and the community it serves. However in the event that a dispute or conflict arises, whether between vendors (B), between a vendor and a customer (C) or between a vendor and market staff (A), the outline below are protocols that should be followed.

- A. If there is a dispute or conflict between a vendor and market staff, it must be realised that market staff are employed by the ACFM Board of Directors. As such, market staff must be respected and the issue be brought immediately to the attention of a Board member. That Board member will collect the information and make notes of the issues and bring it to the attention of the Board committee. The committee will, within as short a period of time as possible, investigate the nature of the dispute, talk to the vendor concerned and the market staff. Once properly investigated the Board committee will decide on the appropriate outcome. NOTE: Abuse, physical or verbal, of market staff will not be tolerated. Any vendor guilty of such behaviour will be asked to leave the market as a vendor.

- B. If there is a dispute or conflict between vendors this must be brought to the market manager's attention as soon as possible. The manager will make notes of the nature of the dispute. If the market manager is unable to resolve this dispute, she/he will refer the matter to the Board, including any notes of the nature of the dispute. The Board committee will then investigate and attempt to resolve the matter in the manner which best serves the interest of the market, the vendors and the community.

C. If any disagreement arises between a vendor (or vendors) and a customer(s), the market manager should be made aware of the nature of the dispute as soon as possible. Again if the manager is unable to resolve the matter the Board will be informed and investigate the matter as appropriate, in a timely manner. In this instance it is hoped that the best interests of the community and the market will prevail.

To contact Board Members directly, please email board.of.directors.acfm@gmail.com .

Market staff do not have access to this email.