

Creemore Farmers' and Craft Market Dispute Resolution and Grievance Procedure

In the event of a conflict at the Market, those involved, with the assistance of the acting Market Manager, should attempt to resolve the issues immediately. If you are not in agreement with the resolution process or the outcome of discussions, you have the option of submitting a formal grievance with the Market's Board of Directors.

This can be done by using the following guidelines;

- 1) notify the acting Market Manager during the market day the incident occurred of your intention to file a formal grievance.
- 2) writing a letter/email with a detailed account of the incident with date, time, issue, and names of all those involved.
- 3) include your thoughts on possible resolutions to the situation.
- 4) submit the letter of grievance to the acting Market Manager, or member of the Board of Directors, by sealed envelope or email to; creemoremarket@gmail.com
- 5) please ensure your contact information is included in the correspondence, with your phone number/email address so the Board may notify you as to their decision on the resolution of the matter.

The Creemore Farmers' and Craft Market holds itself to a high standard of conflict-free operation, and will address your concerns in an expedited and timely manner.

Signed,

The Creemore Farmers' and Craft Markets Board of Directors