



# Port Townsend Farmers Market

Uptown! May- December PO Box 1384 Port Townsend WA 98368

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## **Jefferson County Farmers Market** **Grievance Procedures**

It is the policy of the Jefferson County Farmers Market (“JCFM”) that all staff, vendors, and market members and customers be treated in a fair and equitable manner and that any grievances be subject to an objective review pursuant to an established grievance procedure. Should a grievance arise regarding the application or administration of a JCFM policy, procedure, rule or action, the aggrieved party may institute a grievance pursuant to the procedures provided herein.

1. JCFM’s grievance procedures provided herein do not prohibit the immediate implementation of disciplinary or other actions as determined by the JCFM Board or the Market Director (“MD”). A party aggrieved by any such action may institute a grievance hereunder, but the institution of such grievance shall not affect the continued application of the disciplinary or other action which shall, at the JCFM Board’s discretion, remain in effect pending the outcome of the grievance procedure.
2. Written grievances must be lodged with the MD within ten (10) business days of the date on which the aggrieved party actually knew or reasonably should have known of the facts or the incident upon which the grievance is based. The aggrieved party and the MD shall undertake to resolve the grievance. In the event that they are unable to do so within ten (10) business days, then the aggrieved party may file a formal written grievance with the chair of the committee responsible for the area of complaint. For example, a vendor’s grievance about a market policy shall be lodged with the chair of the Vendor Committee, a staff person’s grievance about an employment issue shall be lodged with the chair of the Personnel Committee, a grievance by a member of the public about a market policy shall be lodged with the chair of the Marketing, Outreach and Education committee and so on.
3. All grievances shall be in writing and shall specify with particularity the basis of the grievance, including the identity of all persons involved, a detailed description of the cause of the grievance, the time frame in which it occurred, where it occurred and all other facts and explanations constituting the basis for the grievance, as well as a description of the remedial or other action which the aggrieved party wishes the JCFM to grant.
4. Written grievances must be lodged with the appropriate JCFM chair within ten (10) business days of the date on which the MD determines in writing to the appropriate committee chair and the aggrieved party that the grievance cannot be resolved. The committee chair shall promptly distribute the written grievance to all committee members and to the officers of the JCFM Board. Within five (5) business days of distributing the grievance, the committee chair shall convene a meeting of the committee, to which the JCFM Board officers shall also be invited. In the sole discretion of the committee chair, the aggrieved party and one (1) guest may also be allowed to attend all or any part of said meeting at which he or she may make an oral presentation in support of his or her position not to exceed fifteen (15) minutes. The meeting may be conducted by phone, by e-mail, or in person and its purpose shall be to discuss the grievance and reach a determination as to its disposition. The disposition shall be determined by majority vote of the



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committee members and shall be communicated to the aggrieved party within ten (10) business days of the date the grievance was submitted to the committee chair. Said communication shall be in writing and shall include an explanation of the basis for the committee's decision.

5. If the aggrieved party is not satisfied with said disposition, he or she may appeal to the full JCFM Board within ten (10) business days of the date of the initial written disposition of the grievance. Said appeal shall include a copy of the original written grievance as described in Paragraph 3 hereof and shall also include any additional facts and arguments the party may wish to present to support its position that the initial disposition was in error. In its sole discretion, the Board may a) affirm or modify the initial disposition based on that written submission or b) if the issue in contention is one deemed of significant importance to JCFM, the Board may elect to hold a hearing to receive further evidence and arguments relating to the grievance. A final written Board decision on the grievance shall be issued within thirty (30) business days of the date the aggrieved party lodged its written appeal to the Board.
6. If the JCFM Board is not satisfied with the initial disposition of the grievance, it may overrule the committee's decision at any time within fifteen (15) business days of its issuance. If the aggrieved party wishes to appeal that action, then he or she shall file an appeal as provided in Paragraph 5 hereof.
7. If a grievance or an appeal is not initiated within the time limits set forth herein, it shall be waived. These time limits may be extended by written agreement of the aggrieved party and an officer of the JCFM Board. The term "business days" as used herein shall mean business days whether or not the market season is open.