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# The Peterborough Regional Farmers' Market Conflict Resolution Protocol

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The objective of this Conflict Transformation Protocol is to transform any conflict with the Market's General Rules and Regulations (the "Regulations"), real or perceived, into a positive result in harmony with the Market's objective to promote a friendly and fun environment for all vendors and members of the public.

The Regulations are clearly outlined in the Peterborough Regional Farmers' Market Guidebook (the "Guidebook"). The current version of the Guidebook will always be available on the Market's web site. To be a vendor at the Market all vendors must acknowledge they have read the Regulations in the current Guidebook and have agreed to comply with the Regulations.

The Peterborough Regional Farmers' Network Board of Directors (the "BoD") has delegated the development, maintenance and enforcement of the Regulations to the Market Steering Committee<sup>1</sup>. Written recommendations for improvements to the Regulations from vendors and the public are welcomed and should be addressed to the Steering Committee and delivered by email, regular mail, or through the Market Manager.

The Steering Committee has delegated on-site authority to the Market Manager in matters having to do with the Regulations and the Market Manager is responsible for oversight of vendor compliance with the Regulations. Should vendors or the public have concern a vendor is in conflict with the Regulations such concern should be brought to the Market Manager verbally or in writing. The Market Manager has the discretion to determine if a written concern is required.

## 1. Initial Conflict Identification and Market Manager Discussion with Vendor

The Market Manager is responsible for identifying the specific conflict a vendor has with the Regulations either as observed by the Market Manager or upon evaluation of a concern brought to his/her attention. The Market Manager will discuss with the vendor the specific Regulations the vendor is in conflict with and seek the vendor's agreement to comply with the Regulations. Because initial conflicts are likely to be inadvertent, this measure is anticipated to be sufficient to transform the conflict into a positive result.

## 2. Escalation to the Steering Committee

In the unlikely event of a vendor not complying with the Regulations following the above measure, and/or repeated incidents of conflict with the Regulations, the Market Manager will, prior to the next market day, provide a written report to the Steering Committee clearly citing the details and evidence of such conflict, a copy of which will be provided to the vendor by email and regular mail.

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<sup>1</sup> Please see the Peterborough Regional Farmers' Market Guidebook for an explanation of the Regional Farmers' Network Board of Directors and the Steering Committee.

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### 3. Decision of the Steering Committee

The Steering Committee will consider all the relevant information provided by the Market Manager and the vendor and will, within 14 days of receiving the written report from the Market Manager, make a determination of the action to be taken by recorded vote. Steering Committee decisions will be communicated to the vendor in writing by email and regular mail, citing the details of, and reasoning for, the decision and will include the date of the Steering Committee decision and the recorded vote. The BoD must approve a Steering Committee decision recommending a vendor forfeit<sup>2</sup> their stall(s).

### 4. Appeal of Steering Committee Decisions to the BoD

A decision of the Steering Committee may be appealed to the BoD in writing, by email and regular mail, within 14 days of the decision. Upon receipt of an appeal the BoD will inform the vendor in writing, by email and regular mail, of the date of the next BoD meeting which shall be within 21 days of receipt of the appeal. An appeal must include all the reasons a vendor considers relevant in seeking the decision to be modified and/or reversed and whether or not the vendor wishes to appear at the BoD meeting, with or without representation from a supporting party, to speak on his/her behalf. BoD decisions of appeals are final.

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<sup>2</sup> Pre-paid stall fees will not be refunded