

# Kansas Grown! Inc.

## Code of Conduct/Grievance Issues

1. All members are expected to be respectful and courteous at all time. Use of profanity is a grievous offense and will not be tolerated.
2. Physical conflict will result in immediate termination of membership. Customers engaging in physical conflict will be removed from the market.
3. Problems arising at Market will be immediately relayed to the Market Manager. The Market Manager will resolve the issue by the end of the market day, or forward it to the Membership/Grievance Committee. It is at the discretion of the Manager to involve the available Board or committee members at Market to resolve a conflict or answer questions that may arise. Consumers may use the grievance process.
4. Members who use abusive or threatening language, circulate rumors, or file false or frivolous reports that affect the reputation, integrity, or smooth operation of the market shall be subject to Corrective Action(s).
5. Proper grievance forms are available from the Market Manager, or by request to any board or committee member. They may be filed with the Market Manager, or with any board/committee member. Formal grievance hearing should be scheduled within a reasonable time frame, allowing the five committee members and two parties ample time to review material. Both parties should be represented, but meeting can be held without the cooperation of both parties if necessary. A \$50 filing fee will be required when a grievance is filed. If the grievance is upheld the fee is to be returned. A grievance must be filed no later than two weeks from the date of the incident.
6. Members who resell produce should be able to provide a purchase order for product, originating in Kansas. This would alleviate any potential question of origin, and possible inspection process.
7. If the Grievance Committee needs to have an on-site inspection, a 24-hour appointment notice will be necessary between the involved parties. The inspection team will be composed of two Grievance Committee members and one Board member.
8. The safety and actions of minors are the responsibility of the parents at the market. The parents are held accountable for minors.

9. A membership can be revoked by the authority of the Market Manager or by due process of the Membership/Grievance Committee. This committee has the right to try and resolve any grievance issue informally.
10. The Market Manager and the board have the authority to contact law enforcement to have someone removed from the Market location, or contact appropriate emergency personnel for any situation.
11. Corrective Action(s) are necessary in the grievance process. The action(s) will remain active on vendor profile for two years. Corrective Action(s) could be a written reprimand on first the offense, suspension could be imposed on the second offense, and a third corrective action could end in termination of membership. However if the offense is deemed to be serious enough, membership may be immediately revoked. An outline of process will be included in the member packet given to members at the annual meeting and new members when dues are paid. Additional copies of paperwork can be requested.
12. Any member given a corrective action must comply or risk loss of membership. Both parties to a dispute will receive written notification of the committee's decision, and it is forwarded to the Board. Appeals may be made to the Board and its decision is final.
13. If a member accumulates 3 or more corrective actions in a two-year period, the committee has the jurisdiction to revoke membership and/or recommend denial of future application for membership.
14. Membership/Grievance Committee will review, approve/disapprove, and notify members of membership acceptance. The Market Manager will note payment method/check # on profiles that are received at market after opening day. The Manager will forward payment to the treasurer, and profile to the committee. The Committee will provide copies of profiles to the Manager and update the mailing list on a regular basis.
15. Rules and regulations shall be consistently applied with respect to all members.