

## 1004. COMPLAINTS, GRIEVANCES AND DISPUTE RESOLUTION POLICY

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### PURPOSE

This policy provides guidance on the raising and resolution of Stallholder complaints.

### OBJECTIVE

ASFM must ensure that all Stallholder complaints made under this policy are:

- dealt with as expeditiously as possible and in accordance with the timeframes set below;
- treated seriously and with sensitivity;
- judged fairly and impartially and with transparency;
- where necessary, investigated; and
- otherwise determined in accordance with the principles of procedural fairness

### POLICY SCOPE/COVERAGE

This policy applies to Stallholders, Caterers and ASFM.

### PROCESS

**Step 1** - Stallholders who wish to make a complaint must first raise the issue (verbally or in writing) with the Operations Manager or their delegate.

The Operations Manager will then either:

- hold such discussions and conduct such investigations as are necessary and where practical, the Operations Manager should determine an outcome and advise the Stallholder of this within one week; or
- refer the complaint straight to the Executive Officer (at their sole discretion).

**Step 2** - If the Stallholder is not satisfied with the initial outcome and wishes to pursue the matter, they must advise the Operations Manager in writing. Letters can be addressed to *Operations Manager, Adelaide Showground Farmers Market Inc, PO Box 38, Goodwood SA 5034* or email [operations@adelaidefarmersmarket.com.au](mailto:operations@adelaidefarmersmarket.com.au)

Upon receiving written advice from a Stallholder that they are unhappy with the outcome of their complaint, the Operations Manager must inform the Executive Officer and together they must conduct a review of the initial decision. The outcome of this review must be advised to the Stallholder in writing.

**Step 3** - If the Stallholder remains unsatisfied, they may advise the Chairperson of ASFM Committee of this in writing within 30 days of receiving the outcome of the review. Letters can be addressed to *The Chairperson, Adelaide Showground Farmers Market Inc, PO Box 38, Goodwood SA 5034* or via email to *info@adelaidefarmersmarket.com.au*

The decision will be discussed at the next meeting of the ASFM Committee which is at least five days after the appeal is received by The Chairperson.

The Committee will determine what action (if any) is to be taken in relation to the matter and advise the Stallholder in writing of the outcome. The decision of the Committee is final and may not be appealed.

## POLICY REVIEW

This policy will be subject to review in February 2022 and thereafter on a 24-monthly basis, unless an earlier review is considered necessary by the ASFM Management Committee and/or executive staff.

## VERSION HISTORY

VERSION	AUTHOR(S) POSTION	CHANGES	APPROVAL DATE
1.	Unknown		Unknown
2.	CRobertson	Line of report/updated roles	19 February 2020
3.			