

LOUDOUN VALLEY HOMEGROWN MARKETS ASSOCIATION

"Proud to be a Producer-Only Market"

Complaint Procedures

1. Producer-Only Rule Violations
 - a. Complaints against a producer regarding the origin of produce or goods must be made in writing and sent to the President of the LVHMA. The identity of the person making the complaint will be held in confidence.
 - b. The producer will receive written notice of all complaints.
 - c. The Board of Directors will investigate the complaint and rule on it within two working weeks. If the Board upholds the complaint against the vendor, it shall instruct the vendor to end the practice immediately or lose the privilege to sell in the market. If the Board of Directors fails to settle the disagreement within two working weeks, the vendor will be allowed to continue the action that led to the complaint.
 - d. The Board will notify the person who registered the complaint of its ruling.
2. Other Terms of Agreement Violations
 - a. These complaints can be made verbally or in writing to the Market Manager or to a member of the Loudoun Valley HomeGrown Markets Association Board of Directors.
 - b. These complaints may be resolved by agreement of all parties involved or, failing this, by decision of the Board of Directors on a case-by-case basis.

Disciplinary Actions

1. Producer-Only Rule Violations
 - a. A second violation of the Producer-only Rule will result in permanent exclusion of the vendor involved from the Loudoun Valley HomeGrown Markets.
2. Other Terms of Agreement Violations
 - a. All other violations of rules specified in the Terms of Agreement will be subject to the following disciplinary actions:
 - i. Verbal warning with immediate resolution by the Market Manager.
 - ii. Repeated offenses may result in 1 or 2 week suspension or forfeiture of market space as decided by the Board of Directors.
 - b. If disciplinary action results in suspension, forfeiture of space, or permanent exclusion, no refunds of fees will be given.

Appeals

A producer against whom a complaint has been made may, after receipt of the findings of the Board of Directors, appeal by requesting an in-person hearing before the Board of Directors. Following this hearing, the Board's decision will be final.