

## **Vendor Complaint Resolution**

At Bellaire Family Farmers Market, we strive to create a supportive and inclusive environment for all vendors. We understand that concerns may arise, and we encourage open communication to address any issues promptly and professionally.

### **Complaint Submission Process:**

#### **1. Written Submission:**

- Vendors must submit complaints in writing via email to [TexasMarketMaker@gmail.com](mailto:TexasMarketMaker@gmail.com) or in person to the Market Manager during the event.
- Complaints should include the following details:
  - Vendor name and contact information.
  - Date and description of the incident or issue.
  - Names of any involved parties (if applicable).
  - Supporting evidence (e.g., photographs or documents) if available.

#### **2. Timeline for Resolution:**

- Complaints will be acknowledged within 48 hours of receipt.
- The Market Manager will review the issue and, if necessary, consult with involved parties.
- A resolution or next steps will be communicated to the complainant within 7 business days.