



BC CRAFT FARMERS CO-OP
BOARD POLICY #004: CODE OF CONDUCT and DISPUTE RESOLUTION

INTRODUCTION

The BC Craft Farmers Co-Op (BCCFC) Rules establish a formal dispute resolution process that reflects requirements of the *BC Cooperatives Act*. BCCFC has also established a Code of Conduct, which is also referred to in the BCCFC Rules.

This policy establishes a fair process to resolve disputes that may arise between members, supporters, directors, vendors and the public.

CODE of CONDUCT

With the launch of the BCCFC in 2020, founding members published a Code of Conduct that requires all applicants to abide by upon being approved as members or supporters. **Appendix A.**

Among other things, the Code of Conduct establish a set of reliable standards of ethics members and community stakeholders can rely on in their interactions with each other. BCCFC's Membership Committee is responsible for ensuring all new members and supporters are aware of the Code of Conduct throughout the application process.

DISPUTE RESOLUTION PROCESS

To support the Code of Conduct, the Board will maintain an administrative process for fair dispute resolution that responds to Code of Conduct concerns being expressed by members or supporters. This process will be guided by the BCCFC's Rules, Privacy Policy and Executive Committee.

For members and supporters, this process can be accessed by contacting a confidential and dedicated email account: president@bccraftfarmerscoop.com. Upon receipt of a complaint, the BCCFC President will:

1. Contact the affected member/supporter(s) directly to acknowledge receipt of complaint and conduct a preliminary interview. Among other things, the President will seek to identify the members/supporter's preferred resolution.
2. The President will inform the Executive Committee and work to identify an appropriate approach to resolve the complaint and fairly interview other parties that may be involved in the dispute.
3. The Executive Committee will agree on next steps and seek professional support as needed.
4. The Executive Committee will interview other relevant parties accordingly and maintain communication with the affected member/supporter(s).



5. Following these additional interviews and within a reasonable period of time, the Executive Committee will make a determination on appropriate next steps in accordance with the Co-Op's Rules. The Committee will inform BCCFC Directors.
6. The Executive Committee will report the results of their review to relevant parties to invite their feedback on the proposed resolution. If the parties agree the issue will be classified as resolved.
7. If the parties do not agree to the proposed resolution, the Board's Executive Committee will propose a resolution to Directors that reflects dispute resolution process established in the BCCFC Rules.

The President may delegate their responsible to another member of the Executive Committee. Directors involved in any dispute will be required to recuse themselves from Board decisions.

In the event the dispute may include the BCCFC President, affected members/supporters may contact the BCCFC Secretary confidentially via info@bccraftfarmerscoop.com.

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APPENDIX: *BC Craft Farmers Co-Op Code of Conduct*

Date: January 1, 2021