



2023

# Market Regulations



Thank you for your interest in applying to become a vendor at Green City Market!

Green City Market is securing the future of food by deepening support for sustainable farmers, educating our community, and expanding access to locally-grown food. A 501(c)(3) not for profit organization, GCM's cornerstone program is its producer-only marketplace for local farmers who raise their products in agriculturally, environmentally, and culturally sustainable ways.

To learn more about Green City Market's commitment to sustainable growers, [click here](#).

In 2022, GCM welcomed 325,000+ shoppers to its outdoor season which operated from May - November in Lincoln Park and June - November in the West Loop. On average, Lincoln Park Wednesdays saw approximately 2,500 customers per market and Lincoln Park Saturdays saw 6,500 customers/market with a high of 15,000+ customers on a single Saturday. In the West Loop, vendors can expect 400-2,300 customers per market with an average market customer count of approximately 1,250 customers per market.

We are excited for you to apply for the opportunity to become a vendor of Green City Market. Prior to submitting your application, please read our market regulations in detail.

These regulations govern the operation, administration, and management of Green City Market (GCM). These rules are in place to ensure a successful and safe market experience for all.

Rules and regulations also ensure vendor compliance with Green City Market's City of Chicago, Chicago Park District, and Department of Cultural Affairs and Special Events permits, as well as federal and state food safety standards. GCM will implement and enforce all rules and regulations pertaining to the operation of the Market. Vendors who violate any rules and regulations will be subject to an immediate review of eligibility to participate in the market program as violations have the potential to put the entire market program at risk. GCM may modify these Market rules and regulations at any time, and take any reasonable action to enforce them up to and including removal from the market. GCM requires all participants in the Market to be members in good standing as set forth in these rules and regulations.



## 2023 MARKET SEASON

- GCM operates rain or shine in all non-emergency weather conditions.
- GCM will be open on National Holidays unless specifically noted.
- Market operating hours are subject to change.

### Green City Market Lincoln Park

- Pre-Season:
  - April 1, 8, 15, 22 + 29, 2023
  - Saturdays
  - 7:00am to 1:00pm
- Core Season:
  - May 3 - October 28, 2023
  - Wednesdays and Saturdays
  - 7:00am to 1:00pm
- Season Extension:
  - November 4, 11 + 18, 2023
  - Saturdays
  - 7:00am to 1:00pm

### Green City Market West Loop

- Core Season:
  - May 6 - October 28, 2023
  - Saturdays
  - 8:00am to 1:00pm
- Season Extension:
  - November 4, 11, 18, 2023
  - Saturdays
  - 8:00am to 1:00 p.m.

## COMMUNITY COMMITMENT

All vendors agree to read, understand, and abide by the market's [Community Commitment](#).

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## GENERAL GUIDELINES FOR FARMERS

- A farm may be a sole proprietorship, partnership, or corporation.
- Farmers must use sustainable farming practices, particularly practices that enhance the health of their soils. All of our farmers must have one of our approved third-party certifications of their growing or animal husbandry practices to reflect their commitment to the Market's mission. [A list of approved certifications can be found on Green City Market's website, here.](#) Farmers who are in pursuit of third-party certification or have extenuating circumstances that prevent a third-party certification should contact [farmersupport@greencitymarket.org](mailto:farmersupport@greencitymarket.org) to discuss your farm's unique situation.
- Farmers may not use the term "organic" at GCM unless their farm is certified organic by a USDA accredited third-party certifier and the farmer has submitted the current certification documentation with their GCM application.
- While we do not accept farmers who use hydroponic farming exclusively; vendors may use hydroponic farming to supplement their product. Hydroponic production must utilize nutrients that are OMRI approved for organic production. Farmers/vendors utilizing hydroponic growing techniques will be subject to approval by the GCM Applications Committee and GCM Board of Directors on a case-by-case basis.
- The resale of agricultural products is strictly prohibited, unless the product(s) are approved by GCM as an associate vendor.

## GENERAL GUIDELINES FOR READY-TO-EAT AND PREPARED FOOD VENDORS

### ROLE OF READY-TO-EAT & PREPARED FOOD AT GCM

The primary purpose of ready-to-eat and prepared food vendors at GCM is to showcase the locally-grown, seasonal bounty of our Midwestern farmers. These vendors should provide shoppers with creative ideas, and highlight that locally-grown fruits, vegetables, and locally-made food products can be used as the base of a wide range of multicultural dishes. The offerings at prepared food vendor stands should be *curated, limited, and change with the seasons.*



- Ready-to-eat and prepared food items must source ingredients directly from producers/farmers within the four-state region of Illinois, Indiana, Wisconsin, and Michigan.
  - Sourcing from wholesalers or other retailers from this region are not acceptable
  - Any ingredient that is available at GCM shall be sourced from GCM growers and producers.
    - *This includes vegetables, fruits, cheese, eggs, herbs, proteins, grains, bread, buns for sandwiches, sauces, jams, preserves, pickles, etc.*
  - Non-local oils, spices, vinegars, and other pantry staples are allowable as ingredients in prepared food but will not necessarily be approved for sale as stand-alone products.
  - Flour must be sourced from grain that is grown and milled locally and sustainably. [Click here for a list of acceptable sources.](#)
  - Secondary and supporting ingredients that are not available from GCM growers and producers shall be credibly sourced ethically, organically, and sustainably.
- Ready-to-eat and prepared food items must be produced within the four-state region of Illinois, Indiana, Wisconsin, and Michigan.
- GCM requires that all ready-to-eat food vendors be involved in the production of the products they intend to sell. Vendors must create the recipe for the product; oversee and guide the production of the product in the processing facility or kitchen; and ensure the safety and quality of the product.
- All ready-to-eat and prepared food vendors must understand and comply with all cottage food, county, and state and health department regulations.
- Individual recipes shall highlight or feature seasonal ingredients sourced from GCM growers and producers, and these ingredients shall be highlighted or used in a substantial way.
  - *E.g. blueberries should be used during blueberry season; apples should be used during apple season. etc. Note: Garnishes, such as a single blueberry or basil flower placed on top of a pastry does not fulfill this requirement.*
- Seasonally-shifted items (jarred, pickled, canned, frozen) are acceptable in ready-to-eat foods when there is no available fresh product.
  - *Frozen blueberries can be used in blueberry muffins outside of blueberry season, jarred tomatoes outside of tomato season, etc.*
  - *All seasonally-shifted items are required to be sourced from GCM growers and producers.*
- Individual recipes must be submitted with your application to GCM via the [Ingredients List Form](#) and submitted to Manage my Market.



- All recipe ingredients used in products sold at market, and the source for those ingredients, must be listed and available for shoppers to review at market. This includes common ingredients like flour and spices. *This is important for the health of your customers and your business' liability.*
- Common allergens must be clearly noted on recipes as well as on *market displays and/or samples provided at GCM.*
- New recipes may be introduced throughout the season and must be submitted via the [New Product Application form](#). *Please allow up to two weeks for product review.*
- GCM reserves the right to prohibit a vendor from selling product(s) whether or not it has been previously approved.

Note: Vendors and/or anyone representing a vendor's business at GCM are responsible for knowing where their ingredients are grown and/or sourced, production methods, how their products support local agriculture and sustainability, and common allergen information.

## FARMERS SELLING READY-TO-EAT AND PREPARED FOODS

A farmer may sell ready-to-eat, prepared or processed goods if the ingredients are sourced from their farm. The farmer may have a third party produce the goods (jams, cider, sausages, cheese, pickled vegetables, salsas, etc.) only if the farmer is: involved in the development of the recipe and responsible for the quality and safety of the end product. Farmers selling ready-to-eat and prepared foods must meet the following guidelines:

- Farmers must provide the application committee with all required licenses and certificates from the third-party facility/processor, and include ingredient lists for every processed product in their application. Farmers selling ready-to-eat foods, prepared foods, or value-added products must follow the Cottage Food Laws, county, state, FDA and USDA requirements. *Vendors are solely responsible for knowing and acquiring all necessary licenses (see "Required Licenses, Certifications & Supporting Documents" section page 5).*
- If the majority of the product being sold by a farmer throughout the entire season is a ready-to-eat/prepared/processed food, rather than fresh product or frozen meat, the Applications Committee may require them to be involved in the production (see definition above under "Guidelines, Production & Sourcing Of Ready-To-Eat and Prepared Food Items page 13).
- Farmers selling cider or any other value-added product based on a product from their farm must have their farm product processed by a batch processing method or other method that creates a clearly traceable audit trail from farm product to finished "value

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added" product. Examples of this documentation must be submitted with the GCM Application.

## PRESERVED FOODS

### Frozen

Seasonally shifted frozen products are only allowed to be sold by a GCM grower or producer as a way to extend their season and economic sustainability. Seasonally shifted frozen items must be grown by the farmer and processed in a licensed facility. E.g., Frozen chestnuts may be sold by a chestnut farmer, and frozen fruit may be sold by a fruit grower.

### Dried

Although dried fruit and herbs are allowed as secondary ingredients, they should be sourced from the market and dried. Vendors are encouraged to use fresh, seasonal ingredients. No ready-to-eat food vendor is allowed to sell dried fruit mixes or dried herbs "as is." This may only be done by the farmer who produced the original fresh product.

### Jarred/Canned

Jarred or canned products must feature ingredients solely sourced from GCM growers and producers.

## NON-FOOD ITEMS

Non-food items are only allowed at GCM when they are the direct by-product of the primary agricultural product or practice. For example, soap made from goat milk is allowed if sold by a goat milk producer, or when the goat is utilized in the production of other food products that are also sold at market (E.G.: manure for crops; milk for feed). GCM reserves the right to limit the sale of non-food products.

## PRODUCT REQUIREMENTS

All vendor products must:

- Be grown or produced in Illinois, Indiana, Michigan, or Wisconsin and reflect Midwest seasonality and/or reflect season extension practices.

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- Be reviewed and approved by GCM
- Green City Market is a “producer only” market. This means that farmers may only sell products they have grown on their own land or land that they control, and ready-to-eat and prepared food vendors may sell only food that they have personally created. GCM allows extremely limited exceptions, through the One Time and Associate Vendor policies (see below for explanation of these policies).
- Be of the highest and freshest quality possible.
- Raw, uncooked meats must be held at the correct temperatures in accordance with city and state regulations. Temperature logs must be kept in accordance with city and state regulations and available at market for review.
- Comply with all applicable federal, state, and local regulations
- Not be labeled “organic” unless they have been certified by a USDA approved third-party certifying agency
  - Certified organic vendors must follow USDA Organic Labeling requirements.

## PROHIBITED PRODUCTS

- Any product that is illegal for sale in the market location
- Products that have not been approved by GCM
- Live birds or animals for human consumption
- Fresh meat and poultry
- Raw milk
- Hobby ware, art objects, crafts and clothing
- Alcoholic beverages

## PRODUCT VALIDITY

GCM reserves the right to question the validity of any product sold at GCM. GCM also reserves the right to request proof of any product’s origin, and has the right to inspect any vendor’s stated location of product production, at any reasonable time, without prior notice. A vendor must submit proof of a product’s validity or site of production upon request. Failure to provide the necessary information will constitute a violation of GCM rules and may result in removal from the market.





## PRODUCT QUALITY

GCM reserves the right to undertake a quality review of any product sold at the market at any time. If GCM receives a complaint about a product's quality (e.g. taste, appearance, ingredients, place of origin) that product may be reviewed.

- Vendors will be notified in writing if the Applications Committee decides to further review a product(s).
- The Applications Committee will review/sample the product within a two-week period and do one of the following:
  - Allow the vendor to continue selling the product in its current state.
  - Recommend a specific change to the product to improve the quality, or the source/sourcing of the product or ingredient.
  - Ask the vendor to discontinue the product in question.

## REQUIRED LICENSES, CERTIFICATIONS AND DOCUMENTS FOR APPLICATION

### REQUIRED DOCUMENTS, LICENSES & CERTIFICATIONS

#### Certificate of General Liability Insurance

Required for all vendors

Min. of \$1 million in aggregate coverage

#### State Sales Tax License

Required for all vendors

#### Egg License

Required for vendors who produce and sell eggs

#### Third-Party Certification

Required for farmers

[Acceptable certifications found here.](#)

#### Food & Non-food Ingredients Lists

Required for all ready-to-eat and prepared food vendors who intend to sell products that were not previously approved by GCM's Applications Committee

#### Food Processor's License

Required for vendors who process food off-site

Ex. Meat butchered at a processing facility, breads and pastries from a bakery, jams and jellies from a commercial kitchen

#### Summer Sanitation Course Certificate

Required for all prepared food vendors or vendors who will distribute samples

Ex. Tacos made on a plancha at market, grilled cheese pressed at market, etc.

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## GENERAL FARMERS MARKET RULES

### VENDOR FEES

Vendor fees are assessed for each season. Fees are charged as a “per stall” rate. A stall is defined by a 10x10’ square of selling space (ie: 100 square feet). Vendors selling in multiple categories will be charged fees for the predominant category as determined by the Applications Committee. Farmers selling ready-to-eat or prepared foods will be charged the farmer rate.

Vendors who make mid-season changes that affect the predominant category or increase the number of stall square footage will be charged fees to reflect those changes.

- Vendor fees will be billed in full upon acceptance into the market.
  - Due March 30: Minimum of 25% of total vendor fees for season
  - Due April 30: Minimum of 50% of total vendor fees for season
  - Due May 30: Minimum of 75% of total vendor fees for season
  - Due June 30: 100% of total vendor fees for season paid in full
- Fees may be paid by check made payable to Green City Market or by credit card. If paid by credit card a 3.0% credit card processing fee will be charged.

Vendor Type	WL Saturdays	LP Wednesdays	LP Saturdays
Farmers	\$15.00/stall/day	\$15.00/stall/day	\$25.00/stall/day
Ready-to-Eat/Prepared Food	\$25.00/stall/day	\$25.00/stall/day	\$35.00/stall/day

### VENDOR ATTENDANCE

Attendance is critical to the overall success of each vendor and the market as a whole. A consistent shopping experience is essential to maintaining a returning base of customers. Absences have a negative effect on not just the absent vendor but the market as a whole. We depend on and appreciate your commitment to consistent attendance.

- Vendors who commit to the full core season will be charged for the entire season regardless of attendance. Vendors who commit to pre- or post-season dates will be

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charged for the dates requested/approved during the application process, regardless of attendance.

- With rare exception, vendors are approved to participate for a portion of the season. Vendors who commit a partial season will be charged for the dates for which they are approved to attend; regardless of attendance.
- Whenever possible, vendors should provide seven days notice prior to missing a market date so that customers can be appropriately notified. Notice should be provided in writing to [farmersupport@greencitymarket.org](mailto:farmersupport@greencitymarket.org). If missing a market date is unexpected (for example due to illness, vehicle breakdowns, or other emergencies), advanced notice is not required. Vendors should contact Market Staff at their earliest ability.
- Failure to attend markets will result in the review of eligibility to participate in the market program in the current or future seasons.

## ARRIVAL, DEPARTURE, AND SELLING TIMES

- All times are in Central Standard Time (CST).
- Vendors must arrive at specified times for each market location.
- Vendors must be set up 15 minutes prior to market start.
- Emergency situations that may result in late arrival must be communicated to GCM Staff as soon as possible. Late arrivals may be subject to special load-in procedures to ensure the safety of our community.
- Vendors may leave only after the market has closed and a safe exit can be made as determined by GCM Staff.
- Vendors may not depart early from GCM without prior approval.
- Vehicles must remain on the blacktop paths at ALL times; vehicles are EXPRESSLY PROHIBITED from driving on grass or mulch at any time and for any reason to ensure compliance with market permits. Vendors who drive off of the blacktop path will be issued one verbal warning. Any vendor who drives off of the blacktop path after one verbal warning will be subject to an immediate review of eligibility to participate in the market program as damage to park property puts Green City Market's permits at serious risk. Vendors will also be subject to fines if assessed by the Chicago Park District for any damages incurred by the vendor.
- Vendor vehicles must yield to any pedestrians on the path.
- Vendors must use the appropriate entrance for the location of their setup at market.



## Green City Market Lincoln Park

- Core Season setup takes place between 4:30-6:45 a.m.
  - *Please note: due to City of Chicago permit restrictions, vendors cannot begin setting up prior to 4:30 a.m.*
- Vehicle must be unloaded and removed from the blacktop path prior to setup.
- All vehicles must be clear from the path by 6:45am during the Core Season.
  - All vehicles must be clear from the path by 7:45am during pre-season and season extension.
  - The traffic pattern on Path #1 runs West to East - Enter on Clark St
  - The traffic pattern on Path #2 runs from North to South - Enter at the Northernmost entrance on Stockton St.
  - The southernmost pathway may only be used as an exit.
- Break-down takes place between 1:15-2:00 p.m.
  - Vehicles may not re-enter the path until 1:15 p.m.
  - You may not retrieve your vehicle until your setup is completely broken down, including tables and tents. All items should be ready to load and staged in a way that facilitates an expeditious loading of your vehicle.

## Green City Market West Loop

- Set-up takes place between 6:00-7:45 a.m.
- Set-up 6:00-7:45 a.m.
  - *Please note: due to City of Chicago permit restrictions, vendors cannot begin setting up prior to 6:00 a.m.*
- Vendor vehicles must yield to any pedestrians.
- All vendor vehicles must be legally parked by 7:45 a.m.
- Vehicles and property must be clear from the park no later than 2:00 p.m.

## VENDOR PARKING

### Green City Market Lincoln Park

Vendors with box trucks or any vehicle with a trailer must apply for a street parking permit. Vendors may only apply for one (1) street parking space. Street parking spaces will be issued on a first come, first serve basis. Space is extremely limited and priority will be given only to



trucks that cannot fit in the Chicago History Museum parking lot. Street parking spaces are not guaranteed even if you have been granted one previously.

If approved, the vendor will pay a truck fee of \$10/market day to receive a permit for the GCM permitted parking area. Reserved box truck parking is currently available from April - November. Vendors will be responsible for parking outside of those months.

Parking fees are due in full by March 30.

## Green City Market West Loop

Specific parking instructions will be provided with acceptance letters.

## SAFETY AND SANITATION

- All vendors agree to read, understand, and abide by the market's [Emergency Action Plan](#).
- All vendors agree to read, understand, and abide by the market's Public Health Safety Plans and any city, state, or federal public health requirements.
- All GCM markets are conducted in accordance with State, Federal, and local laws.
- Vendors must keep their area (including back area) clean, tidy, and clear of produce trimmings, produce discards, and piles of boxes.
- Smoking and e-cigarettes are not allowed in the market area.
- Vendors must comply with GCM Staff directions in all matters relating to safety and sanitation.

## Product Sampling

Vendors are encouraged to sample their product when allowable by the City of Chicago. When offering samples, vendors should adhere to the following guidelines:

- Each vendor staff providing the sample must have a City of Chicago Summer Sanitation License.
- Keep samples in clean, covered containers.
- Use toothpicks or compostable utensils to distribute the samples.
- Use clean, disposable plastic gloves when cutting products for samples.
- Use cutting boards that are smooth, non-absorbent, and easily cleaned.
- Keep control of samples at all times. Self-service by customers is prohibited.

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- Provide a waste container at the sampling area for public use.
- Do not prepare (except trimming) food products on site.

## Potentially Hazardous Foods

It is the responsibility of the Vendor to follow the Department of Health guidelines regarding the sale of potentially hazardous products. If any vendor is deemed to be in violation of health codes pertaining to such products, the following measures will be taken by GCM: (1) The vendor and the vendor's products will be immediately removed from the Market for that day, and (2) The proper regulatory agency will be notified as soon as possible.

## Product Temperature

Vendors are responsible for monitoring and maintaining proper temperatures according to health codes.

## Transportation and Storage

Vendors are responsible for proper transportation and storage of potentially hazardous foods to, at, and from the Market (i.e. refrigerated cold storage containers, refrigerated vehicle capable of maintaining proper temperatures as outlined above).

## ASSIGNMENT OF SELLING SPACE

Vendor locations are NOT permanent and may be changed at the discretion of GCM Staff for any market day during the season and/or annually. In making any determination in this regard GCM will consider the following:

- Social distancing requirements
- GCM product assortment and customer traffic flow
- Priority is given to vendors who participate in both Wednesday and Saturday markets
- Priority is given to vendors who participate in the whole season including pre- and post-season extensions
- Establishing a pleasing aesthetic to produce a positive shopper experience.
- Vendor's marketing ability and product promotion
- The quality of the vendor's product display and customer service
- The participation of owners at GCM
- Electricity needs
- Number of stall spaces needed

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## ASSIGNMENT OF ELECTRICITY OUTLETS

Electricity at the market is managed by the Chicago Park District. Vendors must apply for electricity to be used at the market and access is extremely limited. Electricity privileges may be changed at the discretion of GCM Staff for any market day during the season and/or annually. If permitted, vendors may only use one outlet per market day. Vendors may not pull more than 20 amps of electricity per outlet. GCM cannot guarantee the availability of electricity at every market. Please report any electricity outages to GCM Staff to alert the Chicago Parks District to inspect the outlet and electricity source. Vendors should always be prepared with a backup source of electricity if crucial to the vendor's business operations.

## TABLES, TARPS, TENTS, AND GENERATORS

- Vendors must supply their own tables, tents, chairs, display arrangements, and weather protection.
- All tents must be weighted with at least 25 lbs each tent leg to be secure and stable during rainy and windy conditions.
- Unsecured tents are subject to immediate removal by GCM Staff
- Tables must be sturdy and stable with tops covered.
- Tables shall not be filled beyond load capacity and the products on the display table must be secured.
- Generators used to power coolers or cooking stations must be small, quiet, and out of the way. All use of generators must be approved in advance by GCM.
- Vendors who have generators that emit excessive noise or block the flow of traffic will be asked to move or replace the generator.

## SIGNAGE AND PRODUCT INFORMATION

- All vendors must display a sign to be provided by GCM, clearly identifying the name of their establishment, city, and state where their production occurs.
- Each product for sale must have a clear, readable identification sign with the price per unit.
- All ready-to-eat and prepared foods must have ingredient lists available within the selling space, either on a board or product sign, including the source of the ingredients and common allergens.
- Hydroponic produce and plant production must be marked accordingly.

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## PRODUCT DISPLAY

Vendors must display their produce in a beautiful, clean, well-presented manner. GCM reserves the right to suggest improved displays.

## TRASH MANAGEMENT

Each vendor must dispose of their refuse in the appropriate on-site receptacles. Compostable, recyclable, and landfill waste must be sorted into the appropriate receptacles. Vendors must adhere to GCM's plastic reduction initiative. Any large amounts of trash or unwanted product must be removed from GCM and disposed of off-site by the vendor. Before leaving GCM, vendors must collect all matter and debris in their area, whether or not the litter originated in their area. Vendors who fail to clean up properly face fines of up to \$1,000 from the City's Department of Sanitation. Repeat offenders face suspension or removal from GCM.

## LOST AND FOUND

Any found items should be turned in to the Info Booth. Refer any customers looking for lost items to the Info Booth for assistance.

## GCM MARKET CURRENCY

All vendors and vendor representatives must accept SNAP (Supplemental Nutrition Assistance Program) benefits, known as Link in Illinois (for eligible products only). Customers will conduct their SNAP transaction at the GCM Info Tent and will receive a variety of GCM For All and LinkUp Illinois market currency to be used on eligible products only.

Link benefits may not be used to purchase flowers, ornamental or decorative plants, plant starts, or ready-to-eat foods (e.g., tacos, sandwiches). Customers should be directed to the Info Booth to purchase vouchers using their Link Card (Illinois' SNAP program, formerly known as food stamps). Please direct any questions that you or customers may have regarding Link or gift tokens to GCM Staff.

Please note, GCM does not reimburse for Illinois Senior Farmers Market checks or WIC Farmers Market checks as a market. Vendors themselves must apply to accept this currency and are





responsible for processing the funds. Vendors are welcome and encouraged to seek out other food access programs that serve those facing food insecurity in our community.

All vendors and vendor representatives must accept GCM Gift Certificate vouchers and Club Sprouts Coupons (for all products), and any other applicable voucher(s).

GCM will distribute market currency collection bags to all vendors at the beginning of each market day, and collect them at the end of each market day. GCM will reimburse vendors for redeemed market currency on a monthly basis.

## WEIGHTS AND MEASURES

Scales must be legal-for-trade commercial scales and may be certified annually by the City of Chicago. The face of the scale must be visible to the buyer. The use of a non-legal-for-trade scale at GCM is prohibited.

## COMPLAINTS

- A vendor or a consumer may file a challenge and/or complaint with GCM if they suspect a vendor is violating market regulations.
- Complaints should be directed in writing to Green City Market at [farmersupport@greencitymarket.org](mailto:farmersupport@greencitymarket.org) or by mail at 3057 N Rockwell St. Building 6, Floor 2, Chicago, IL 60618.
- False, unfounded, or unsupported challenges made to GCM will result in the review of eligibility of the complainant to participate in the market program.
- A business site inspection triggered by a complaint may be conducted without prior notice.

## COMPLAINT PROCESS

- If GCM receives a complaint (including the complainant's name, address, and phone number) pertaining to quality, conduct, or unfair practices of a vendor, GCM staff will immediately contact and/or visit the Vendor and request that the complaint be remedied. GCM staff will follow up to ensure compliance.
- Vendors are required to satisfy any customer complaint under any circumstances. They must accept returned product and dispose of it off-site. Failure to accept product returns from customers will be considered a violation of the GCM rules and regulations.

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- If the complaint is not remedied immediately to the satisfaction of GCM and GCM determines that the offense being complained about is detrimental to other vendors' sales or to GCM as a whole, the following actions will be taken:
  - A written warning will be given to the offending vendor, including the date, time and nature of complaint, with the expectation that the offense will be remedied.
  - A second complaint may result in disciplinary action being imposed by the Applications Committee or Board of Directors, the severity of which will be directly related to the gravity and/or repetition of the offense.
  - A third complaint will result in the possibility of a 90-day suspension and/or permanent removal from the market.
- A vendor who is removed from GCM forfeits all monies paid to GCM for fees.
- Vendors disciplined or removed from a market by the action of GCM Applications Committee shall have the right of appeal and review by GCM's Board of Directors at their next scheduled Board Meeting. The decision by the GCM Board of Directors shall be considered final.

## GROUND FOR DISCIPLINE OR REMOVAL

Vendors and their representatives may be removed or suspended from GCM or may have their selling privileges limited, or revoked by the Applications Committee or Board of Directors for any of the following reasons:

- Failure to obey and conform to State of Illinois, health code regulations, and City of Chicago regulations and laws.
- Failure to follow GCM Market Rules and Regulations.
- Failure to follow GCM's Community Commitment code of conduct.
- Causing or maintaining unsafe or unsanitary conditions at GCM.
- Behavior that obstructs a vendor or other vendors' ability to transact business at GCM.
- Any violation of Cook County Weights and Measures regulations.
- A verifiable complaint about the validity of any product sold at GCM.