



2021 Market Policies

Vendor Rules, Procedures & Product Guidelines

Good.Works(c) Farm|Orchard|Market • 847 Whitney Ave | Memphis TN 38127
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Owned & operated by Abundant Earth Global CDC

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The Good.Works Farm|Orchard|Market is a program of, and is operated by, Abundant Earth Global CDC. A 501 (c)3 based in the Frayser Community of Memphis, TN.

MISSION STATEMENT & PURPOSE

The mission of the market is to:

- be a safe, family friendly destination location;
- provide fresh, nutritious food options;
- assist area farmers, producers, and artisans with a sustainable business opportunity;

The **Good.Works(c) Farmers & Flea Market** is an outdoor marketplace featuring local farmers, small business owners, artisans, & local neighbors. The GWFFM showcases locally sourced produce and food items, as well as handcrafted arts, crafts & gently used homegoods from the Mid-South. Our farmers are the producers and growers of the produce & fruits that they sell at market; we pride ourselves in the quality of vendors and the products they offer to the community.

2021 will be the inaugural year for the Good.Works Farmers & Flea Market; although, we have been growing on the 1.2 acres of land for the past 3 years. As the market develops, a board of directors (made of community members, vendors and volunteers) will be formed and will be tasked with market governance.

The following Policies, Rules, Procedures & Product Guidelines are used to maintain high standards as well as a safe and welcoming environment for all vendors, customers, guests, volunteers, and staff.

STAFF & VOLUNTEERS

Ester Moore is the Executive Director of Abundant Earth Global CDC and also acts as the Market's Manager. A host of volunteers will also be available each market day to help everything run smoothly. All staff and volunteers will be wearing masks, identifying t-shirts and name tags.

ALL PERSONS & BUSINESS SELLING AT GOOD.WORKS FARMERS & FLEA MARKET MUST AGREE & ADHERE TO THESE POLICIES, RULES & PROCEDURES.

PRODUCT STANDARDS & ELIGIBILITY

The Farmers & Flea Market only accepts farmers that are producer-only and meet local requirements. Individuals selling personal items or home goods must have items that are clean & gently used. All vendors & items sold must also meet our standards of quality and appropriateness for our market. Those that fail to meet these requirements and standards will not be admitted or may be expelled if they fail to maintain compliance. The market manager reserves the right to accept or deny any vendor at will.

Producer-Only Requirements

- 1) All produce and fruit farmers selling at GWFFM must **exclusively sell products that they have grown or produced**. Absolutely NO resales or third-party sales are allowed. The only exception to this is products sold from Food Trucks. Such sales will be grounds for immediate suspension and/or expulsion from the market. Products produced must be grown or made by the owners/applicant or employees on the applicant's payroll.
- 2) Applicant affirms that they **only use natural or organic growing practices and no pesticides** are used on/in anything they make/grow and sell
- 3) **Contract growing and collaborative arrangements** or agreements with other farms or lease arrangements in exchange for product **do NOT qualify a business as producer-only** and are not permitted. Growers cooperatives where the members grow and sell their own naturally grown produce may be allowed on a case-by-case basis.
- 4) Vendors may **sell only those products applied for and approved** by the market manager in their GWFFM application. Vendors may submit products for approval throughout the season but can only sell the new products with the prior permission of the market manager. The market manager has the authority to prohibit the sale of any product that does not conform to market standards.
- 5) Growers agree to **only sell products that are considered in-season** for the geographical location of the farm address listed on the application and located in the Mid-South. Vendors wishing to sell products outside of what is typically considered in-season, whether produced through technique or equipment, must be pre-approved by the market manager.

Flea Market Vendor Requirements

- 1) Flea market vendors can **only sell items that you personally own**.
- 2) All **items must be clean and gently used**.
- 3) Vendors may **sell only those products applied for and approved** by the market manager in their GWFFM application. Vendors may submit products for approval throughout the season but can only sell the new products with the prior permission of the market manager. The market manager has the authority to prohibit the sale of any product that does not conform to

market standards.

Artisans, Crafters and Pre-prepared Food Items Vendor Requirements

- 1) Only items made by the applicant can be sold at the market.
- 2) Applicant affirms that they only use natural or organically grown produce on/in anything they make, produce and/or sell.
- 3) Applicants can only sell items that they or their employees create. 3d party items can only be sold at the market on a case by case basis.
- 4) Vendors may sell only those products applied for and approved by the market manager in their GWFFM application. Vendors may submit products for approval throughout the season but can only sell the new products with the prior permission of the market manager. The market manager has the authority to prohibit the sale of any product that does not conform to market standards.

Farm, Business, Kitchen, Workshop and Studio Visits and Inspections

All vendors are subject to periodic farm or business visits and inspections. GWFFM representatives may visit any farm or business establishment used by its vendors during normal business hours (8:00 am-6:00 pm) to verify compliance with the producer-only requirements. Such inspections **MAY OR MAY NOT BE ANNOUNCED**. Upon request, a crop plan and a farm map identifying locations of crops must be submitted. The farmer or producer must provide any help necessary to thoroughly document the establishment or property being inspected and the products being brought to market, which must be listed in the vendor application. Failure to permit a farm visit or inspection of an establishment used for the creation and processing of product(s) may result in suspension from the Good Works Farmers & Flea Market. Additionally, all products sold at the Market must be of high quality and free of pests, disease, rot, and spoilage. The GWFM has the authority to sample any vendor's products and refuse the vendor the right to sell products that do not meet our market standards.

VENDOR TYPES

Artists

These vendors make paintings, pottery, turned wood products, blown glass, bird houses, handcrafted jewelry, wall & garden art; These are examples of acceptable items. This is our most limited category and all products must be created by the vendor. This category requires the artist to be present during the market hours.

Crafters

These vendors make hand-crafted artisan products. Soap, candles, household cleaning products, bath salts, oils and body butters are some examples. All products must be created by the vendor; the vendor must be present during the market hours.

Farmers

Our farmers/growers are likely family-run operations selling crops that they grow, such as: vegetables, nuts, fruit, grains, ornamental plants, flowers, seeds, and seedlings. A producer of honey, eggs, or meats and dairy products is also considered a farmer. Growers are not allowed to sell ANY items from wholesalers, retailers, or third-party vendors. USDA Certified Organic is not required, yet highly encouraged.

Flea Market Vendors

These vendors must sell only the clean and gently used clothing and home goods that they own. All items must be dirt free and in working, usable condition. Vendors can only sell items that are available on site and available for the customer to take home that day.

Food Truck Operators

Not Available Until Further Notice

We look for food trucks that incorporate locally-sourced ingredients and provide delicious and healthy menu options at a range of prices. Food trucks must have all current inspections displayed. A power source with a 120-Volt receptacle is provided or the vendor can run off their own **quiet and pre-approved** generator.

Prepared Foods

Vendors that fall into this category must be “hands on” in the crafting of their food products. Examples of eligible products are: Breads, cookies, pies, muffins, cakes, meals-to-go, deserts, jams, butter and bottled sauces. Using locally-sourced products is always a plus during the approval process for these types of vendors. This product category does not permit the sale of items meant to be eaten on site.

We do not offer exclusivity. However, we also don't want everyone having the same products. We are looking forward to having a varied array of products available. Applications are processed on a “first-come-first-served” basis.

APPLICATION AND FEES

All vendors wishing to sell at the Good.Works Farmers and Flea Market must apply yearly and submit an application online via the vendor management website at:
www.AbundantEarthGlobalCDC.org/vendors.

We use our own website to manage vendor applications, processing, billing, payments and communications. There is a non-refundable application fee of \$20; fees are only collected from vendors who are approved. Submission of an application does not guarantee approval.

Application and Stall Fees

There is a **\$20.00** application fee due upon approval. Applications are processed as they are received. There is also a per week stall fee based on your market commitment. All fees are due before the vendor can set up. Fees will be prorated based on weeks remaining in the season.

1. All Seasons: \$540 (\$18/day)
all 30 weeks | 14 weeks Summer + 13 weeks Fall + 3 week Winter Market
2. Seasonal: Summer - \$280 | Fall - \$260 | Winter Market - \$60 (\$20/day)
Growing Season or Winter Market
3. Monthly Vendors: 4 weeks @ \$88 or 5 weeks @ \$110 (\$22/day)
all 4 or 5 weeks of the month
4. Daily Vendors: Weekly - \$25/day
one Saturday at a time

Additional Fees

Vendor agrees to pay the following fees if incurred:

- \$40 returned check fee
- \$20 fee for market day stall additions or changes if made after the 1st market of the month.
- \$20 fee upon 3rd unexcused late set-up after market opening. (the market manager must be notified before opening the Market if Vendor is running late. Repeated offences may result in disciplinary action or market removal.)
- \$20 fee for early departure without the market manager approval. Repeated offences may result in disciplinary action or removal from the market

APPLICATION PROCESSING

New Applications:

The following is an outline of what you can expect when you apply. Please keep in mind that only completed applications will be considered. The entire application process, including payment, can be completed online only at this time.

To avoid processing delays, verify that all information is correct and that you have uploaded all pertinent documents. Please note: your Liability Insurance Certificate is not required to be uploaded until after approval is given.

Applications are processed and vetted on a first-come, first-served basis. If multiple qualified applications are received in the same categories, consideration will begin with the earliest completed application.

POST APPLICATION SUBMISSION

- After the market manager reviews the application, the applicant is notified if any clarification or if additional documentation is required.
- If an applicant is eligible and all information on application is complete, the application will be forwarded to the Vendor Selection Committee Chair (VSC).
- The VSC will notify approved vendors via email or phone, per your preference.
- All approved vendors can login and pay their application and stall fees from the vendor portal.

VETTING PROCESS

The vetting process generally follows these guidelines but can vary depending on the individual applicant and/or special circumstances. There are many variables that might qualify a vendor to be approved; The market manager reviews each application and will either deny the application, request extra information or send it to the Vendor Selection Committee for final approval. The VSC may also request product samples. VSC decisions are final and may not be appealed nor negotiated.

The following is a set of questions that we use to evaluate each application and are guidelines to assist with the vetting process. Not all of these questions are applicable to every application.

- *eligible businesses & product type*
- *furtheres the mission*
- *small business startup needs incubation*
- *produced locally*
- *grown or produced completely by applicant*
- *can be verified on aerial map*
- *high quality*
- *customer base would enjoy*
- *enough market share to support*
- *fill a special community niche or need; e.g., exotic produce, gluten free*
- *Culturally significant produce*
- *Has or would garner a following*
- *artisan goods handcrafted and of good quality*
- *food produced in a licensed commercial kitchen*
- *has or can obtain all license, permits & insurance*
- *delicious food and made with healthy, local ingredients*
- *food truck is permitted, clean, &*
- *standby or fill-in*
- *presents well*
- *ingredients/parts sourced locally, or from current vendors*
- *online presence (website or social media)*
- *image of product & packaging*
- *currently producing for any other markets or businesses*
- *is not over-extended*
- *can keep up with demand & market hours*
- *farmers market vending experience*
- *good local reputation*
- *record of good customer service*
- *positive reviews*
- *has repeat business*
- *number of market dates applied for*
- *enough stall space*
- *monthly or seasonal paying vendor*
- *would or could support our special events*
- *proceeds helping a local charity, non-profit or community organization*

APPLICATION PRE- AND FINAL APPROVAL

If your application is approved by the VSC, the market manager will notify the applicant of the season(s) that are approved and of any caveats the VSC has stipulated. Not all products that a vendor applies for will be approved. If the vendor agrees to proceed with its application as approved, the market manager will then change the status of the applicant's account to **PENDING**. The account will remain in pending until Proof of Liability Insurance valued at 1,000,000 (one million) with **Abundant Earth Global CDC dba Good.Works Farmers & Flea Market** listed as a certificate holder. If there is no insurance policy held by the vendor a Hold-Harmless agreement may be acceptable, on a case by case basis. No further action will take place until this certification is uploaded. In some cases, the applicant may prefer to have the certificate emailed to the market manager at aegcdc@gmail.com. The certificate **MUST** have the following physical address as a certificate holder:

**Abundant Earth Global CDC
dba Good Works Farmers & Flea Market
847 Whitney Ave | Memphis, TN 38127**

* this is both the physical and mailing address

Once received, the application status will be changed to **APPROVED** and the market manager will contact the Vendor with further instructions. Decisions are final and may not be appealed nor negotiated, but the market manager may give guidance of what can improve the applicant's success in future applications.

LEGAL DOCUMENTATION & CERTIFICATION REQUIREMENTS

Vendor is responsible for carrying a current \$1,000,000 (One Million Dollars) liability insurance policy that includes product coverage; however, if your business doesn't have/require liability insurance you may be able to submit a Hold Harmless Agreement(HHA). If your application is approved, vendors must upload a copy of certificate, or agreement, to your vendor portal.

The following must be on certificate:

**Abundant Earth Global CDC
dba Good Works Farmers & Flea Market
847 Whitney Ave
Memphis, TN 38127**

Proof of insurance or HHA must be uploaded to the vendor's portal before their 1st day or set-up will not be permitted.

Vendor agrees to abide by all city, county, state, and federal regulations that govern sampling, production, labeling, and safety of all products offered for sale at the Good Works Market. Vendor will upload all pertinent documents to the vendor's portal and display all permits, licenses, and certificates as required.

Growers must obtain a letter or grower affidavit from their County Extension Agent stating what crops are grown and where they are grown. This letter must be on official government letterhead, of the current year, and be submitted with the application.

Producers must submit copies of all required current inspections and permits with their application.

Meat and animal product vendors are responsible for knowing which inspections, permits, licenses, and certifications are required for their operations to sell to the public in Tennessee, including but not limited to a Tennessee Department of Agriculture Meat Retail Sales Permit. This documentation must be submitted with the vendor's application.

STALL ASSIGNMENTS

Full or partial payment of stall fees does not guarantee nor reserve any particular stall location at the Good Works Farmers & Flea Market — only that “a” stall will be provided.

Stall assignments are at the discretion of the market manager who is tasked with creating a market layout that is best for the overall guest and vendor experience. We will aim to provide **ALL** vendors the best chance of having a successful and profitable market day.

We have arranged the market layout to provide easy flow through the market and placed attractions at each end of the market to attract guests to every corner, assuring every vendor is seen. The market manager will adjust the layout if needed to ensure great guest flow. However, every attempt will be made to keep a vendor in the same location or near to it every week. If possible, the market manager will place a vendor in the preferred location as indicated on the vendor's application.

Not being satisfied with a stall location and making the market manager aware of your opinion, in a professional manner, is fine, but constantly arguing, refusing to move, and preventing the market manager from moving on to other responsibilities in general may put vendors at risk of breaching the vendor agreement. The set-up volunteers are not responsible for stall assignments and follow the direction of the market manager. If a vendor is not satisfied with a stall location, the vendor should ask to speak to the market manager and not complain to the volunteer.

Stall assignments will be preliminarily laid out for the entire season and available to view online but may be changed at any time, including the morning of the market before set up. Vendors should verify their assigned location with check-in volunteers **BEFORE** they set up to prevent having to pack up and move later if they are not in the assigned location.

Preference for stall locations are given to applicants that are committed to being:

Season-Long - all 30 weeks | 27 weeks Growing Season + 3 week Winter Market

Seasonal - Summer (14 weeks), Fall (13 weeks) or Winter Market (3 weeks)

Monthly Vendors - all 4 or 5 weeks of the month

Daily Vendors - one Saturday at a time

Vendors are welcome to discuss, in a professional manner, future stall locations and request a location change with the market manager.

HOURS OF OPERATION

The Good Works Farmers & Flea Market 2020 season will consist of 35 total market weekends divided into 3 seasons and will operate as follows:

	Summer Season	Fall Season	Winter Market
Dates	May 29 - Aug 28 14 days	Sep 4 - Nov 27 13 days	Dec 4 - Dec 18 3 days
Hours of Operation	8am - 1pm	8am - 1pm	9am - 1pm
Set-Up Time	7am - 8am	7am - 8am	8am - 9am
Break-Down Time	1pm - 2pm	1pm - 2pm	1pm - 2pm

The GWFF is open rain or shine, but a market may be postponed or cancelled due to extreme weather conditions and “Acts of God” that may put vendors, the public, or staff and volunteers at risk. If cancelled, the Good Works will refund prepaid stall fees for that particular Market Day. Vendors with assigned stalls who are unable to attend a market day must contact the market manager no later than 24 hours before the market.

Vendors will be allowed to set-up no earlier than one hour before market opening and must vacate the property by one hour after the market closes. Vendor agrees to notify the market manager immediately if any issues arise.

SET UP

Vendors may arrive early but cannot begin set-up earlier than 1 hour before the market opens. Vendors arriving earlier will need to wait for the check-in volunteer’s arrival to obtain stall assignments. The market manager may not be available until 1 hour before set-up. The market manager may be on-site but may not be available to vendors until 1 hour before set- up.

Vendor agrees to be set up and fully ready for business by opening the Market. Vendors arriving late and setting up after opening may forfeit the use of future assigned stalls and incur a \$20 fee. Habitual lateness or missing assigned days (2 or more consecutive market days or more than 4 during any Good Works Market season) without contacting the market manager may result in disciplinary actions, including termination of Vendor Agreement.

BREAKDOWN

Vendor agrees not to break down before the end of the market day. Vendors may consolidate equipment and products and may minimally pre-pack as long as it doesn’t appear to customers that the Vendor is closed or in the process of closing. Vendors who have sold out of product may leave early only if approved by the market manager.

VENDOR STALL REQUIREMENTS

For the foreseeable future, onsite vendors will have a 3ft buffer around their tent allowing for a full 6ft between the 10x10 vendor stalls.

- 1) Vendors are required to bring their own equipment, unless you rent a tent from the market. No additional equipment will be provided by the Good Works Farmers & Flea Market. The Market requires Vendor to have weights of at least 25 lbs. pounds per leg on all tents, umbrellas, and canopies, and such covers must be taken down in the event of high winds or wind gusts. Signs and other equipment must also be secured so as not to cause injury to anyone. Vendor is solely responsible for any injury to persons or property caused by Vendor's equipment.
- 2) Vendors are responsible for maintaining their stall spaces in a clean and sanitary condition and are responsible for sweeping and disposing of any debris before leaving. Sanitation containers provided by Good Works Market are for customer use or light trash only. Agricultural waste and broken-down boxes must be hauled away or placed in the on-site dumpsters. Broken glass must be taken directly to the on-site dumpster.
- 3) Vendors are encouraged to use professional signage. Large banners or the equivalent are preferred, but a vendor **MUST** have at least one large printed sign that lists their business name, city, and state. Each type of item for sale must have a clearly stated product name and price and ingredient information if required by law. ***No signage, pamphlets, or paraphernalia that promote or otherwise endorse activities outside the Good Works Market (or are not otherwise related to vendor's business) are not permitted.*** This includes, but is not limited to unrelated commercial businesses, controversial topics, and political and/or religious affiliations.
- 4) Vendors are required to keep their products and equipment inside their stall boundaries. A vendor cannot block another vendor, impede market traffic flow, or extend beyond their allotted stall space. Vendors must be clean, courteous and professional at all times. Any unresolved concerns or disputes must be brought to the market manager's attention immediately.
- 5) Power is available to some Stalls, but it may be necessary for Vendor to bring its own extension cord. Good Works Market will not provide extension cords for vendors.

SPONSOR SET UP

Sponsors are required to follow the same guidelines and rules that apply to Good Works Market Vendors. Sponsors will have a Sponsor' Tent already set-up for them upon arrival. The sponsors are required to bring their own equipment. No additional equipment will be provided by the Good Works Market. Sponsors must abide by these rules, including those pertaining to setup, break-down, etc.

CUSTOMER PAYMENTS

Vendors are responsible for collecting payment for their own product and any applicable sales taxes.

EBT & VOUCHER PAYMENTS

Good Works Market has applied to accept SNAP/EBT (Supplemental Nutrition Assistance Program/Electronic Benefit Transfer) payments. **State Vouchers can only be accepted by those TN vendors that have applied and are approved to accept them.** The Good Works Farmers & Flea Market will not reimburse unauthorized vendors who accept these vouchers.

The Good Works Market will reimburse vendors the following week for tokens collected. Payouts occur on Monday by direct deposit, CashApp or PayPal transfer. We will write a check upon request. Credit card payments can be made at the cashier/info booth.

GOOD WORKS MARKET TOKENS

Good Works Market offers a cash alternative for all patrons through the use of plastic Good Works Market tokens. Patrons may use a credit card to purchase these tokens, which spend at cash value. Vendors who choose to accept these tokens are to treat them as cash and give patrons the appropriate change back when warranted.

VOLUNTEER PROVIDED BREAKS

Vendors may request on-site Good Works Farmers & Flea Market volunteers to temporarily stand in the vendor's stall, if needed, for upto 10-minute intervals. Volunteers cannot make sales and are only there to inform possible customers that the Vendor will be back shortly. This service is available on a first-come, first-served basis and based on volunteer availability. The Good Works is not responsible for Vendor's property while a volunteer is at the booth.

MARKET SAFETY AND SANITATION

For the foreseeable future, all vendors will be asked to wear a mask and gloves when working with customers and/or food items. Vendor agrees to allow the market manager to inspect stall contents and equipment anytime during market hours.

1) All equipment used by a Vendor must meet all local and state requirements and be in good working order.

- 2) All persons working for or associated with a Vendor must be listed on Vendor application along with their address and contact information.
- 3) Extension cords and similar items must be secured or covered up and may not be left in such a way as to present a tripping hazard to other vendors, patrons, or market personnel and volunteers. ABSOLUTELY no cords can be in the walkways.
- 4) Children of vendors, or in the care of vendors, cannot roam or wander the market unsupervised.
- 5) Pets of vendors, or in the care of vendors, are not allowed at the market per the Shelby County Health Department codes.
- 6) Vendors may not play audio devices, instruments, or other musical devices without advanced permission from the market manager. If approved, at no time can the music be profane or played at loud levels.
- 7) Smoking, vaping, and using tobacco products is not allowed in the market area at any time, including during setup and teardown. There will be a designated vendor smoking area.
- 8) Vendors may not possess a firearm while participating as a vendor.
- 9) No outside alcohol or illegal drugs are allowed on our premises.
- 10) Any vendor, vendor representative, or vendor guest who appears to be under the influence of an intoxicant must leave the Good Works Market premises immediately and may be subject to further disciplinary action.
- 11) Vendors operating a motor vehicle on market premises must drive in a careful and prudent manner and yield to pedestrians. Any accident in the parking lot must be reported to authorities and the market manager.
- 12) Vendors may park one light vehicle directly behind their stall, if space allows. The Good Works Market designates a special parking area for large produce vehicles and vehicles that cannot be parked at certain stalls. The parking lot is reserved for market patrons only. Vendor's employees must park personal vehicles outside of the market parking lot.
- 13) Vendors may not try to alter or repair any Good Works Market equipment, including electrical boxes. Vendor will notify the market manager of market equipment failure immediately.
- 14) Food truck vendors are provided with 120 Volt receptacles and must use a grounded, 3-prong extension cord.
- 15) Good Works Market insists on professional conduct at all times from vendors, volunteers, management, and patrons. Assault, harassing conduct, threatening, yelling, swearing, sexual harassment, aggression, intimidation, and other unprofessional or violent behaviors towards vendors, volunteers, management, or patrons will not be tolerated and will result in

immediate expulsion from the Good Works Farmers & Flea Market. This includes such conduct in person or by electronic media, social media, or other forms of communication.

- 16) All produce and food must be stored safely and displayed off the ground.
- 17) Cut fruit and vegetables for the purpose of sampling is not permitted.
- 18) All food items must be kept at the appropriate temperatures at all times. Additionally, all coolers must have a working thermometer. Vendor agrees to allow the market manager to verify temperatures when requested.
- 19) Eggs are to be refrigerated and are to be maintained at a temperature of 45 degrees or below. Egg cartons must be new and not previously used. Vendor agrees to allow the market manager to verify temperatures.
- 20) Per the Shelby County Health Department, no vendor is permitted to prepare or package food samples at or during the Good Works Market hours.
- 21) Vendor agrees to only serve food samples that are prepared offsite in individual containers unless permitted by the Shelby County Health Department. Proof of exception must be made available to the market manager.
- 22) Vendors agree to set-up and properly use any facilities or equipment required by city, state, and federal laws and ordinances, including hand washing stations.

EMERGENCIES & INCIDENTS

In the event of a medical emergency, CALL 911, then notify any staff, security guard, or a volunteer. In case of a weather emergency and when sirens are engaged, take cover. If there is a shooter emergency, shelter in place and wait for further instructions or exit the premises if possible. Report any non-emergency incidents to the market manager immediately.

VENDOR COMPLAINTS

General vendor complaints must be put in writing, signed, and delivered to one of the following:

1. Lee Eric Smith, Director
2. Board Chair - Vendor Selection Committee
3. Edith A. Moore, Board Representative

Delivery can be in-person or mailed to 847 Whitney Ave, Memphis TN 38127

Complaints must be submitted within 14 days from the date of the grievance occurring and must be specific in nature. Petition-style complaints, signed by numerous individuals, will not be addressed. Repeated complaints about the same topic will not be addressed each time if the investigative team deems them unwarranted.

