



Trader Conduct Policy

July 2026

Our Commitment

At All Communities Matter CIC, we believe that creating welcoming, safe, and successful markets depends on everyone treating each other with respect. We aim to work with traders who share our values and help us create positive experiences for customers, fellow traders, partners, and our team.

Most issues can be resolved quickly through open communication. However, when standards of behaviour fall below what is expected, we have a fair and consistent process for dealing with concerns.

This policy applies to all traders attending or participating in markets and events organised by All Communities Matter CIC.

1. Investigating Concerns

If a concern about a trader's conduct or serious misconduct is reported, a member of the management team will carry out a fair and thorough investigation.

The purpose of the investigation is to establish the facts. This may include gathering information from a range of sources and reviewing any available evidence.

Where appropriate, we may invite the trader to discuss the matter before any decisions are made. Whether this is necessary will depend on the circumstances of each case.

2. Suspension During an Investigation

Where an allegation of serious misconduct has been made, All Communities Matter CIC may temporarily suspend a trader from trading while the investigation is completed.

Examples of serious misconduct include, but are not limited to:

- Dishonesty
- Police investigations relating to the trader
- Indecent behaviour
- Serious breaches of Health & Safety requirements
- Illegal trading
- Abusive, threatening, discriminatory or inappropriate language towards customers, traders, staff or partners
- Violence or threatening behaviour
- Serious negligence causing significant loss or risk
- Theft, fraud or deliberate falsification of records
- Fighting or assault
- Serious breaches of our Terms and Conditions, including:
 - Leaving rubbish on site
 - Repeated late arrival for set-up
 - Leaving before the agreed closing time without permission
 - Bringing vehicles onto site without authorisation

If a suspension is necessary, the trader will be informed in writing.

3. Formal Conduct Hearing

If, following the investigation, there is sufficient evidence that the matter should proceed, the trader will be invited to attend a Formal Conduct Hearing.

The invitation, sent by email and post where possible, will include:

- The date, time and location of the hearing.
- A summary of the concerns being considered.
- Copies of the evidence that will be discussed.

Traders will receive at least 48 hours' notice of the hearing.

They may be accompanied by:

- A fellow trader; or
- A Federation Representative.

During the hearing, the trader will have the opportunity to explain their position, respond to the evidence, and answer any questions before a decision is made.

All Communities Matter CIC reserves the right to appoint an independent third party to chair the hearing where appropriate.

By participating in this process, traders agree that relevant information, including sensitive personal data where necessary, may be shared with those involved in the hearing for the purpose of reaching a fair outcome.

4. Possible Outcomes

If a concern is upheld following the hearing, one of the following outcomes may apply depending on the seriousness of the matter.

First Written Warning

A First Written Warning may be issued where conduct falls below the standards expected.

The warning will remain active for 12 months.

Final Written Warning

A Final Written Warning may be issued where:

there has been a repeat incident while a First Written Warning is active; or
the misconduct is considered sufficiently serious to justify a Final Written Warning.

The warning will remain active for 12 months.

Termination of Trading Rights

Trading rights may be terminated immediately where:

serious misconduct has occurred; or
further misconduct takes place while a Final Written Warning is active.

The trader will receive written confirmation of the decision.

Appeals

If a trader believes the outcome is unfair or disproportionate, they may appeal.

Appeals must:

be submitted in writing within 3 working days of receiving the outcome;
clearly explain why the decision should be reviewed; and
be sent to acmnuneaton@gmail.com

A member of the Senior Management Team will review the appeal and provide a written response.

The appeal decision is final.

5. Refunds Following Termination for Serious Misconduct

Where trading rights are terminated due to serious misconduct, All Communities Matter CIC reserves the right to immediately cancel all future bookings, pitches and event attendances.

In these circumstances, traders are not automatically entitled to refunds, credits or compensation for deposits, pitch fees or future bookings.

Any refund will be entirely at the discretion of All Communities Matter CIC and may take into account:

whether the pitch or space can be successfully reallocated;

reasonable administration costs;

operational, investigation or compliance expenses; and

any reputational, legal or commercial losses incurred.

Where termination results from a trader's breach of contract, misconduct or serious misconduct, All Communities Matter CIC reserves the right to retain all or part of any sums already paid.

6. Partner Venues and Events

Some of our markets and events are delivered in partnership with organisations that retain the contractual right to refuse or remove traders at their own discretion.

Where a partner exercises this right, All Communities Matter CIC is not responsible for that decision and the conduct procedure set out in this policy will not apply to the exclusion from that specific event or location.

In many cases, this will not affect the trader's ability to attend other All Communities Matter CIC markets or events.

However, where the reason for the exclusion relates to conduct or serious misconduct, All Communities Matter CIC reserves the right to apply this Trader Conduct Policy across its wider programme of markets and events.