



PICA-Service

The Pubs Independent Conciliation & Arbitration Service

PUB COMPANY/BREWERY ACKNOWLEDGEMENT FORM

(to be completed in block capitals)

1. PUB COMPANY/BREWERY CONTACT DETAILS:

a. Full company name of pub company/brewery:

b. Full name of company representative managing dispute:

c. Pub Company/Brewery contact details:

Addresses:

Address of company:

Contact address of Pub Company/Brewery representative managing (if different from company address):

d. Telephone numbers/email:

Company representative direct landline:

Mobile:

Email:

2. EVIDENCE FROM PUB COMPANY/BREWERY THAT AN INTERNAL INVESTIGATION HAS BEEN CONCLUDED:

a. Has the complainant registered their complaint with the relevant Pub Company/Brewery Representative?

Yes No

b. If No please confirm the current status of the complaint:

c. If yes, please provide details of the personnel involved in the dispute (BDM/BRM, Regional manager, Operations Director etc):

d. Please provide a summary of the outcome of your investigation into the dispute via your internal complaints procedure:

Pub Company/Brewery representative Signature

Name in full
(Authorized to sign on behalf of the company)

Date

4. PAYMENT FOR PICA-SERVICE

By agreeing to resolve the complaint through PICAS, a fee is payable by both parties of £200.

In the event that the applicant case is **upheld**, the applicant's fee will be returned and the Pub Company/Brewery will be obliged to pay the fee for both parties.

Payment is due on submission of the Pub Company/Brewery's application form and statement of facts relating to the complaint.

Please make payments payable to:

Pub Governing Body – PICA-Service
PICA-Service, 1st Floor, Infor House, 1 Lakeside Road, Farnborough GU14 6XP

5. PARTICIPATION IN PICA-SERVICE TERMS & CONDITIONS

Upon jointly agreeing to resolve a dispute via PICAS both parties agree that all other internal routes to resolve have been exhausted.

The compensation and cost figures established by the independent PICAS Panel are final and cannot be appealed.

If you believe you would better compensated through the Courts you should chose to take your complaint directly there.

Information relating to the outcome of the case, i.e. whether a claim has been upheld, will be made available to the public. However, all details relating to compensation and costs awarded by the PICAS Panel are to remain confidential.

The Final compensation and costs figures cannot be appealed.

a. Pub Company/Brewery declaration (to be complete by the tenant):

I/We the Pub Company/Brewer understand and are authorized to accept and agree to the terms and conditions of the Pub Independent Conciliation and Arbitration Service as detailed in the PICAS prospectus and detailed above.

Pub Company/Brewery representative Signature

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Name in full

Position **Date**

Privacy Statement:

I can confirm that I/we have read the PICA-Service Privacy Statement – 25 May 2018
a copy of which can be found by following the link: <http://www.picaservice.com/privacy/>

Signature Date

Internal administrative use only:

Date received:	
Completed accurately	
Landlord member of PICA-SERVICE	
Terms and Conditions signed	

