



# PICA-Service

The Pubs Independent Conciliation & Arbitration Service

## 1. TENANT'S APPLICATION FORM (to be completed in block capitals)

a. Full name(s) of tenant complainant(s):

b. Contact details of tenant complainant(s) (address, e mail address and telephone numbers):

c. Name and address of tenanted licensed premises involved in the complaint:

d. Pub Owner (Pub Co/Brewery) contact details - name and address of Pub Owners

e. Is your lease or tenancy agreement subject to guarantors?

Yes  No

If this is not applicable please move on to paragraph (f) overleaf.

If yes please provide details (Name, contact details & relationship to you) of your guarantors:

f. Please confirm that in making this complaint you have studied the current PICA-Service Procedure paper (this may be downloaded from the home page of the website <http://www.picaservice.com/>)

Yes  No

g. Please confirm that in making this application you are fully authorised to represent the interests of any and all complainants involved in the case.

Signature: .....

Print Name: .....

If you do not represent the interests of all complainants involved in the case, please provide contact details of other persons who have a vested interest in the tenant's complaint.

**2. PUB COMPANY/BREWERY'S INTERNAL GRIEVANCE PROCEDURE INVESTIGATIONS**

a. Have you registered your complaint in writing with your relevant Pub Company/Brewery Representative:

Yes  No\*

b. Has your complaint been subject to an internal grievance procedure investigation by your Pub Company/Brewery

Yes  No\*

(\*If no, please refer to the PICA-Service Procedure Paper which details the correct procedure to follow before registering your complaint with PICA-Service)

c. If yes, please provide contact details of the Brewery/Pub Co personnel investigating your complaint (Regional Manager, Operations Director, etc).

d. Please provide a summary of the outcome of the investigation by your Pub Company (this information will not be made available to the PICA-Service panel should the complaint(s) proceed to a Hearing).

### **3. PAYMENT**

A registration fee of £200 is payable in respect of the referral of your complaint to PICA-Service.

In the event that your complaint(s) is/are **upheld** the above amount will be returned to you.

Please make payment payable to: Pub Governing Body  
PICA-Service, 1<sup>st</sup> Floor  
Infor House  
1 Lakeside  
Farnborough  
Hampshire  
GU14 6XP

### **4. PARTICIPATION IN PICA-SERVICE – TERMS & CONDITIONS**

A case should only be submitted to PICA-Service under circumstances whereby the relevant complaint has already been the subject of the individual Internal Grievance Procedure of the relevant Pub Company or Brewery and the complainant's perception is that this has not resulted in a satisfactory outcome.

The PICA-Service process is governed by the Procedure paper in place at the time this Application form is lodged. This may be downloaded from the home page of the website <http://www.picaservice.com/>

The PICA-Service panel Decision is final and there is no right of appeal by either party unless it is subsequently proven that such decision was based on erroneous information recklessly or fraudulently presented by the other side. Both parties are under an absolute duty of care in terms of the truthfulness of Statements made within complaint or response documents and within the verbal addresses and responses delivered at a PICA-Service Hearing.

Both parties to the dispute, by virtue of the Complainant making this application, are deemed to be committed to accepting and agreeing to the PICA-Service process in its entirety as set out within its Procedure Paper. The various Pub Companies and Breweries have agreed to abide by PICA-Service's findings in each and every case which comes before the Panel on a block basis. This cannot involve the parties in actually relinquishing their legal rights under their Lease or Tenancy Agreement, nor prevent subsequent recourse to the Courts, but by the parties having signed up to availing themselves of this service it is believed that they are committed to abiding by the findings of the PICA-Service Panel.

You confirm that you agree to abide by the findings of the PICA-Service Panel and agree to maintain absolute confidentiality in all matters, the latter to include all material furnished by the parties, as and if applicable their representatives and PICA-Service in terms of Statements, Responses and correspondence and in respect of the PICA-Service findings.

PICA-Service, on the other hand, is permitted to publish detail of the PICA-Service panel's findings in terms of whether or not a breach has occurred and to name the parties involved unless you identify the fact here that you do not wish your name to be included in any announcement relating to your case. It may identify the subject matter of the breach but will provide no further detail. It will not divulge the amount of any Award.

I ask that the Complaint's name is not divulged.

**5. TENANT'S DECLARATION (TO BE COMPLETED BY THE TENANT(S) :**

I/We the tenant(s) complainant(s) agree to abide by the terms and conditions of the Pub Independent Conciliation and Arbitration Service as detailed in the PICA-Service Procedure paper identified within this Application form and to accept the findings of the PICA-Service panel hearing the complaint.

**Tenants Signature(s)** .....

**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:	
Application Complete:	
Payment received:	