



Internal Complaints Procedure

If you think that we have failed in any way to comply with the Pubs Code you may use our complaints procedure in the following way to settle any disagreement that has arisen.

Send your complaint by e-mail or in writing to your Area Operations Manager or Business Development Manager who will respond to you within 10 working days. If your Area Operations Manager or Business Development Manager is not available you can contact your Regional Administrator who will deal with your complaint on your behalf.

After this if you are not happy with the way we have dealt with your complaint you can refer the matter to the Operations Manager for your region who will investigate and consider all relevant circumstances to reach a decision and respond to you within 3 weeks.

If you are still unhappy you can refer the issue to either the Operations Director or Managing Director who will consider all relevant circumstances to reach a decision.

If none of the above options manages to resolve the issue or then there is the option to go either through the due legal process to have the matter determined by the Courts or Arbitration or to refer the matter to the Pub Code Adjudicator.