



# MARSTON'S

## Pubs Code and Internal Complaints Protocol

### Pubs Code 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 directly to our Code Compliance Officer at [PCR@marstons.co.uk](mailto:PCR@marstons.co.uk).

Where we are unable to resolve your complaint you may, if you wish, refer the complaint directly to the Pubs Code Adjudicator. General enquiries can be made to the PCA at their e-mail: [office@pubscodeadjudicator.gov.uk](mailto:office@pubscodeadjudicator.gov.uk). Before you make a formal referral the PCA recommend that you read their factsheets. They also recommend that you call the telephone enquiry line for information.

The Pubs Code has very strict deadlines connected with rights under the code and for making formal referrals to the PCA. It is the tied-tenants' and the pub-owning business' responsibility to ensure they are able to meet the strict deadlines set out in the code

The Pubs Code Adjudicator contact details are: The Office of the Pubs Code Adjudicator, 4<sup>th</sup> Floor, 23 Stephenson Street, Birmingham, B2 4BJ. Tel: 0800 528 8080. More information can be found on the PCA's website at: <https://www.gov.uk/government/organisations/pubs-code-adjudicator>.

### Non Pubs Code Complaints Procedure

For any other complaints, not related to the Pubs Code, you should 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 Operations Support 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 Head of Operations or the Operations 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.