

How to raise a grievance

Star Pubs & Bars is committed to the highest standards when dealing with our tenants and licensees and to ensuring all responsibilities under our Working with Star guidelines are met.

It is in everyone's interest to maintain a positive and mutually beneficial business relationship. Most issues can generally be settled by discussion or correspondence with your BDM, however if the issue is of a serious nature or remains unresolved, you may wish to make a formal complaint.

Star Pubs & Bars takes any complaints or concerns seriously and will ensure that all complaints are investigated by an appropriate senior manager who will deal with the issue in a confidential and sensitive manner. Details may be sent by email to complaints@starpubs.co.uk. SP&B will acknowledge receipt of your email within seven days and will provide a written response within 28 days.

If you are dissatisfied with the outcome of your complaint, there are independent bodies who can assist.

Adjudicator

The Pubs Code Adjudicator was established by the UK Government to support the introduction of the Pubs Code etc. Regulations 2016. Complaints arising after June 2016, relating to compliance with the Pubs Code or determination of rent reviews and renewals, may be referred to the Adjudicator.

PICA-Service

Complaints regarding incidents which occurred before July 2016 can be referred for an independent panel review through the PICA-Service until July 2017. SP&B supports the PICA-Service, which is available to all Licensees, and agrees to be bound by the decision made by the independent panel. Both parties are still at liberty to take the issue to Court.

More details can be found on the PICA-Service website www.picaservice.com

PIRRS

Disputes regarding contractual tied rent reviews may be referred to PIRRS.

More details can be found on the PIRRS website www.pirrscheme.com

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