

# Chartered Institute of Arbitrators to take over Pubs Code Arbitration Referral Service

News story

From 13 December 2021 new Pubs Code arbitration referrals must be made to the Chartered Institute of Arbitrators



The [Chartered Institute of Arbitrators \(CI Arb\)](#) has been awarded the contract to provide the arbitration referral service on behalf of the Pubs Code Adjudicator.

This will include full end-to-end management and administration of the arbitration referral service including being the point of contact for referral queries. This is in addition to continuing to recommend alternative arbitrators to the PCA where required. The CI Arb will also develop Pubs Code training for arbitrators and others in the industry.

Fiona Dickie, Pubs Code Adjudicator said:

This is a major development in how we operate, allowing even greater focus by the PCA team on our regulatory agenda to ensure compliance with the Pubs Code. As an accredited body with experience of handling recommendations of Pubs Code arbitrators for appointment by the PCA, the CI Arb is well placed to ensure referrals are efficiently managed.

Another significant initiative is the enhancement of Code training for arbitrators. This may also be valuable for others in the industry with an interest in the Pubs Code.

Information from arbitrations is useful to understand how the Code is working in practice. As regulator, I will continue to receive arbitration documents in line with the [arbitrator standards](#). So, I will still be watching for non-compliance by regulated pub-

companies and where the PCA can provide further clarity to the industry on applying the Code.

I will continue to ensure that the Pubs Code arbitration referral service works for the benefit of those who need to use it.

Lewis Johnston, CIArb Assistant Director for Policy and External Affairs said:

“This is a fantastic development and reflects the esteem in which CIArb-accredited arbitrators are held. We are delighted to have been chosen as the provider of this service and look forward to working with the PCA to maintain the highest quality standards of delivery. We also look forward to expanding the pool of arbitrators on our Presidential Panel from which we draw when making recommendations to the PCA for appointment.”

Those making a referral **from 13 December 2021** will need to complete the new referral form and send this to the CIArb Dispute Appointment Service (DAS) team. The form can be emailed to [pca@ciarb.org](mailto:pca@ciarb.org). Full details, including how to pay the referral fee, will be available on their website.

Existing cases will continue as normal, and no action is required from the parties in those cases. Any queries regarding those cases can be directed to the DAS team using the email address above.

Tenants can send Pubs Code enquiries to their [Code Compliance Officer](#) in the first instance. Enquiries can also be sent to the PCA team at [office@pubscod adjudicator.gov.uk](mailto:office@pubscod adjudicator.gov.uk).

Published 1 December 2021