

Complaints Against BIFA Members and Procedure for Resolving a Dispute

BIFA is a Trade Association funded by subscription and not a Regulator or Governing Body.

Freight forwarding is not a Government regulated industry so BIFA cannot act as an Ombudsman or arbitrate in disputes.

It is in breach of Competition Law for BIFA to offer any view on charges for services that may have been quoted or paid and BIFA has no mandate to comment or intervene in commercial matters.

What courses of action are open to pursue a complaint?

Contact a Local Authority Trading Standards Officer.

All Councils have a Trading Standards Department who will assist with complaints. The initial approach should be made to the Local Authority for the area in which the company you are complaining about is based.

If a binding decision is required, then the matter should be put before a Court.

A solicitor or Citizens Advice Bureau can provide more information on procedures.

