

# Complaints against BIFA members and procedure for resolving a dispute

## Complaints against BIFA Members

BIFA is a voluntary Trade Association funded by subscription and run by its members for its members.

Freight forwarding is not a Government regulated industry in the UK and therefore BIFA does not have the legal authority act as an Ombudsman or arbitrator 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 have no mandate to comment or intervene in commercial matters.

## What action can be expected from a complaint?

In many cases a commercial disagreement has led to a breakdown in communication. BIFA will often be able to assist in clearer communications between the parties, which may resolve the matter. Sometimes there are other factors that need explanation and BIFA can assist in providing information on industry procedures.

## What other courses of action are open to pursue a complaint?

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. BIFA would wish to be informed of the outcome of such a case.

An alternative would be to 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.