

Complaints Against BIFA Members


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 course of action is needed to pursue a complaint?

Contact the Citizen's Advice Consumer Helpline

Consumers with a complaint about a business should make a complaint and get legal and practical consumer advice from the government funded Citizens' Advice Consumer Helpline (CitA) 0808 223 1133 www.citizensadvice.org.uk 

CitA will share relevant information with local Trading Standards services for where the business is based and for where the consumer is resident. These confidentially shared records will help to inform the matters Trading Standards follow-up on a risk assessed basis.

