

Welcome to the National Consumer Complaint Database. It maintains complaints regarding safety, service or discrimination issues with a moving, bus or truck company, including complaints regarding cargo tank facilities and the transportation of hazardous materials. In addition to the complaints themselves, the NCCDB provides statistical and graphical summaries of complaints received, and tools to track and respond to complaints.

Complaints



Click here to file a complaint, search for specific complaints, to view or edit the full

detail of a complaint, or to provide extra information about a complaint following communication with the complainant.

[Go](#)

Reports



Click here to access the Top100 List, the Duplicate Complaint Report, and a variety

of customizable complaint summary reports.

[Go](#)

DISS



Click here to enter the Database Information Sharing System, where you can view

aggregated information on a carrier's complaints, registration, SMS scores, investigations, and enforcements.

[Go](#)



U.S. DEPARTMENT OF TRANSPORTATION

Federal Motor Carrier Safety Administration

1200 NEW JERSEY AVENUE, SE
WASHINGTON, DC 20590
855-368-4200

- ▶ [Contact Us](#)
- ▶ [Submit Feedback](#)
- ▶ [Careers](#)
- ▶ [Email Subscriptions](#)
- ▶ [Forms](#)
- ▶ [Resources for Carriers](#)
- ▶ [Resources for Consumers](#)
- ▶ [Privacy Policy](#)
- ▶ [Accessibility](#)
- ▶ [DOT Web Policies & Notices](#)
- ▶ [BusinessUSA](#)
- ▶ [Buy America](#)
- ▶ [Civil Rights](#)
- ▶ [No Fear Act Data](#)

Complaint Entry [Add New Complaint](#)



SIMPLE SEARCH ADVANCED SEARCH

Simple Search

US DOT#:

Search / Refresh

Docket #:

Complaint ID:

Complainant Last Name:

Complainant First Name:


Complaint Date: To (Date format: MM/DD/YYYY)

Complaint Type: Moving Truck Bus

Complaint Status: Valid Invalid Unreviewed Incomplete

Number of Unreviewed Records for Last 3 Months: 15

Row#	Complaint ID	Status	Complaint Date	Contact	User	U.S. DOT#	Docket#	Company Name	Complaint Type	Origin State	D
1	100078173	Unreviewed	2/11/2016	Schultz, Warren	Stuart, Lance	1789036	651641	LIBERTY TRANSPORT SOLUTIONS INC	Moving		
2	100078172	Unreviewed	2/11/2016	Hearst, Matt	Fitzhenry, Renee	765705	858142	LRT LLC	Truck		
3	100078171	Unreviewed	2/11/2016	Davis, Stephanie	Public	0	0	Thomas recovery Inc.	Truck		
4	100078170	Unreviewed	2/11/2016	Tucker, Christopher	Public	2794813	932725	CSY EXPRESS LLC	Truck		
5	100078169	Unreviewed	2/11/2016	Nair, Manjusha	Fitzhenry, Renee	2790950	895267	ASSURANCE VAN LINE SERVICES INC	Moving		
6	100078168	Unreviewed	2/11/2016	Hardy, Louise	Public	0	0	Fidelity Moving Group	Moving	CT	0
7	100078167	Unreviewed	2/11/2016	Informant, Anonymous	Public	913682	395707	HANSON TRUCKING CO INC	Truck		



Welcome to the National Consumer Complaint Database, where you can file a complaint against a moving, bus, truck company, or cargo tank facility.

IMPORTANT: If this is a safety emergency, please call 911 immediately.

FMCSA is committed to ensuring safety on our Nation's roads. File a complaint here if you have experienced safety, service, or discrimination issues with a moving, bus, truck company, or cargo tank facility.

» [Learn about the complaint process.](#)

» [Am I in the right place?](#)

CONSUMER

- People using interstate movers, brokers or auto haulers
- Passengers on a bus, limousine or motor coach
- Motorists witnessing safety problems
- People experiencing problems with hazardous materials shipments

[File a Complaint >](#)



DRIVER

- Bus and truck drivers
- Other employees of bus and truck companies (i.e., safety managers)

[File a Complaint >](#)



INDUSTRY

- Bus and truck companies
- Shippers
- Insurers
- Brokers
- Owner/Operators
- Purchasers and users of cargo tanks

[File a Complaint >](#)



OTHER RESOURCES:

[FMCSA Resources for Consumers](#)
[Protect Your Move](#)

You can also call 1-888-DOT-SAFT
(1-888-368-7238) from
8:00 a.m.-8:00 p.m. Eastern Time

CONSUMER

Moving Complaint



Is your complaint about a moving company or broker that you hired for a personal household move across state lines? This may also involve the transportation of a personal automobile.

- Moving Company (Household Goods)
- Broker (Arranges Transportation)
- Auto Hauler
- Deceptive Business Practice
- Operating Authority and Insurance

Truck Complaint



Is your complaint about some other violation of Federal Motor Carrier Safety Regulations, such as a truck being operated in an unsafe manner, or without the proper authority?

- Truck Safety
- Hazardous Materials
- Cargo Tank Facility
- Operating Authority and Insurance

Bus Complaint



Is your complaint about a bus trip? For example, did you experience inadequate service, unsafe conditions, or a violation of the Americans with Disabilities Act during the ticketing process or trip itself?

- Americans with Disabilities Act (ADA)
- Bus Safety
- Bus Service
- Operating Authority and Insurance

IMPORTANT

If this is an emergency, please call 911 immediately. The NCCDB complaint system is intended only for investigation of past events.

CANCEL

NEXT

Incident Information

Job Number	<input type="text" value="Bill of Lading No. (Job #)"/>	Delivery Date	<input type="text"/>
*Pickup Date	<input type="text"/>	Destination Address	<input type="text"/>
Origin Address	<input type="text"/>	*Destination City	<input type="text"/> *
*Origin City	<input type="text"/> *	*Destination Zip	<input type="text"/> <input type="text" value="United States"/>
*Origin Zip	<input type="text"/> <input type="text" value="United States"/>		

If your complaint does not involve a specific move or route, check here to bypass the above section. E.g. This would apply if you are reporting a company who does not have authority to operate from FMCSA.

*Incident Description (Maximum 4000 Characters)

Complaint Detail

[Expand All](#)

Moving Company (Household Goods)

- + Shipment Documents
- + Estimates/Final Charges
- + Weighing
- + Hostage
- + Pickup and Delivery
- + Loss and Damage
- + Claim Settlement

Contact Information

Complaint Source 

Please tell us who you are, so we can follow-up with you.

I am filing this complaint on behalf of someone else

Complainant Information

Copy Pickup Address Copy Delivery Address

*First Name

*Last Name

Email

*Phone

Address 1

Address 2


City

State 

Zip

Country 

If you represent a company, please enter your company information below

Company Type  Company Name

US DOT # Docket # 

Privacy Option

Do you authorize FMCSA to disclose the contents of your complaint to the moving company in a notification letter? This notification letter will provide the company with the following information:

- Your Name
- Shipment Bill of Landing Number (Move Identification Number)
- Origin City and State of the Move
- Destination City and State of the Move
- Type of Complaint Cited in the Complaint Detail Tab

If you chose "No", then FMCSA will not notify the company of this complaint and the complaint will not be included in the reports made available to the public for each company on the [Protect Your Move](#) website.

Yes No

Company Information

Search Moving Companies Search All Companies

Company Name, U.S. DOT#, or MC#

IMPORTANT

If this is an emergency, please call 911 immediately. The NCCDB complaint system is intended only for investigation of past events.



U.S. DEPARTMENT OF TRANSPORTATION

Federal Motor Carrier Safety Administration

1200 NEW JERSEY AVENUE, SE
WASHINGTON, DC 20590
855-368-4200

- ▶ [Contact Us](#)
- ▶ [Submit Feedback](#)
- ▶ [Careers](#)
- ▶ [Email Subscriptions](#)
- ▶ [Forms](#)
- ▶ [Resources for Carriers](#)
- ▶ [Resources for Consumers](#)
- ▶ [Resources for Drivers](#)
- ▶ [FOIA](#)
- ▶ [Languages](#)
- ▶ [DOT Transportation Library](#)
- ▶ [Fastlane Blog](#)
- ▶ [Privacy Policy](#)
- ▶ [Accessibility](#)
- ▶ [DOT Web Policies & Notices](#)
- ▶ [BusinessUSA](#)
- ▶ [Buy America](#)
- ▶ [Civil Rights](#)
- ▶ [No Fear Act Data](#)
- ▶ [OIG Hotline](#)
- ▶ [Recovery Act](#)
- ▶ [USA.gov](#)
- ▶ [WhiteHouse.gov](#)
- ▶ [Open Government](#)



File Upload

If desired, please upload any supporting documents (DOC, DOCX, WPD, GIF, JPEG, JPG, PNG, PDF, TIF, TIFF, TXT, MPG, MOV, WMV, XLS, XLSX with size limit 10MB)

 *Description

Supporting Documents

IMPORTANT

If this is an emergency, please call 911 immediately. The NCCDB complaint system is intended only for investigation of past events.



U.S. DEPARTMENT OF TRANSPORTATION

Federal Motor Carrier Safety Administration

1200 NEW JERSEY AVENUE, SE
WASHINGTON, DC 20590
855-368-4200

- ▶ Contact Us
- ▶ Submit Feedback
- ▶ Careers
- ▶ Email Subscriptions
- ▶ Forms
- ▶ Resources for Carriers
- ▶ Resources for Consumers
- ▶ Resources for Drivers
- ▶ FOIA
- ▶ Languages
- ▶ DOT Transportation Library
- ▶ Fastlane Blog
- ▶ Privacy Policy
- ▶ Accessibility
- ▶ DOT Web Policies & Notices
- ▶ BusinessUSA
- ▶ Buy America
- ▶ Civil Rights
- ▶ No Fear Act Data
- ▶ OIG Hotline
- ▶ Recovery Act
- ▶ USA.gov
- ▶ WhiteHouse.gov
- ▶ Open Government



Review and Submit

Complaint ID:

[Print](#) 

Incident Information

Address Type	Address	City	State	Zip	Country
Origin					US
Destination					US

Bill of Lading Number (Job #): Pickup Date: Delivery Date:

Incident Description

Complaint Detail

Contact Information

Name	Email	Phone	Address	
				Complainant

Your company information

Company Type: Company Name:
US DOT #: Docket #:

Privacy Option

Do you authorize FMCSA to disclose the contents of your complaint to the moving company in a notification letter? Yes

Company Information

Supporting Documents

None

Certification Statement

* By checking this box, I certify/understand that the statements and information I am submitting in support of this complaint (allegation) are, to the best of my knowledge, true, accurate and complete.