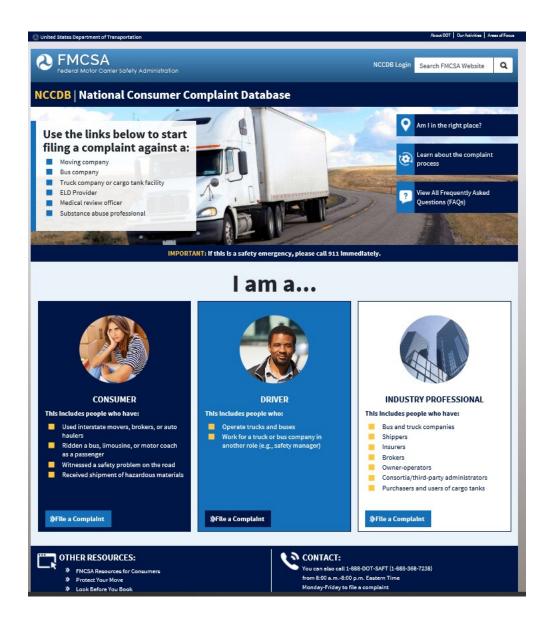
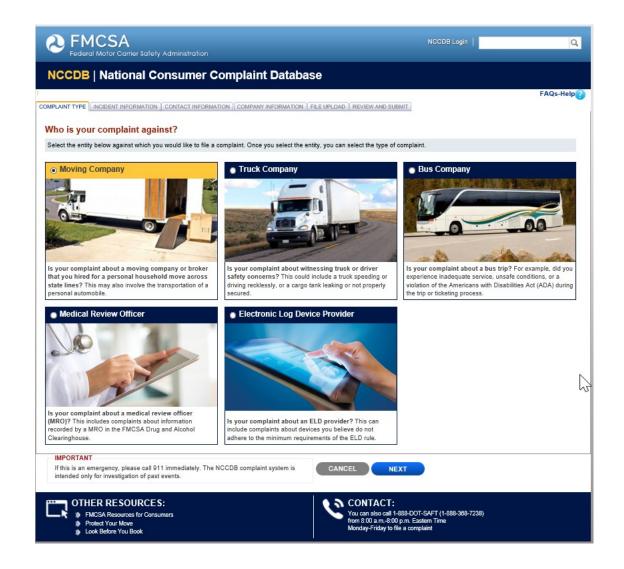
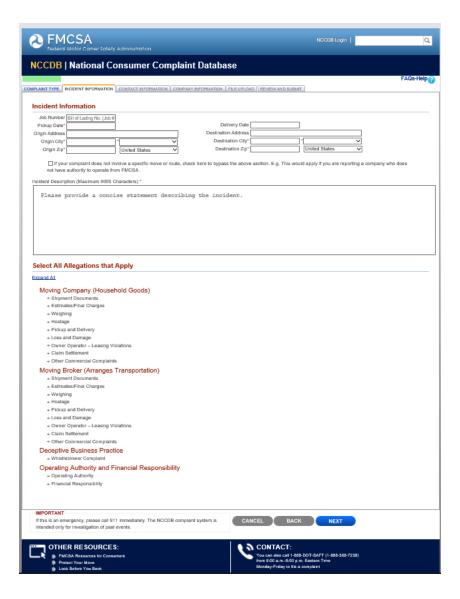
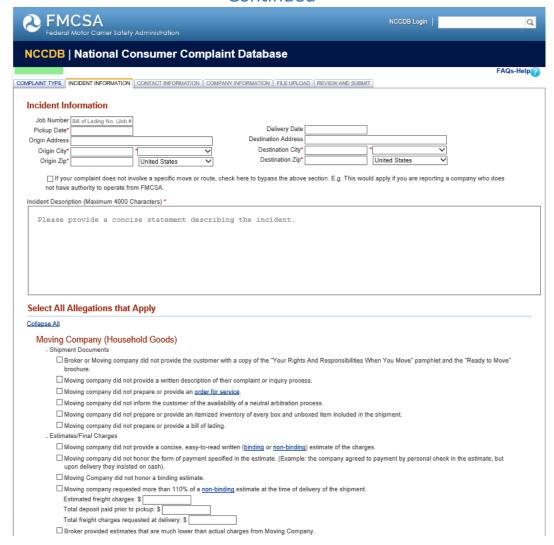
NCCDB Complaint Entry Home Page



Industry Moving Complaint Type





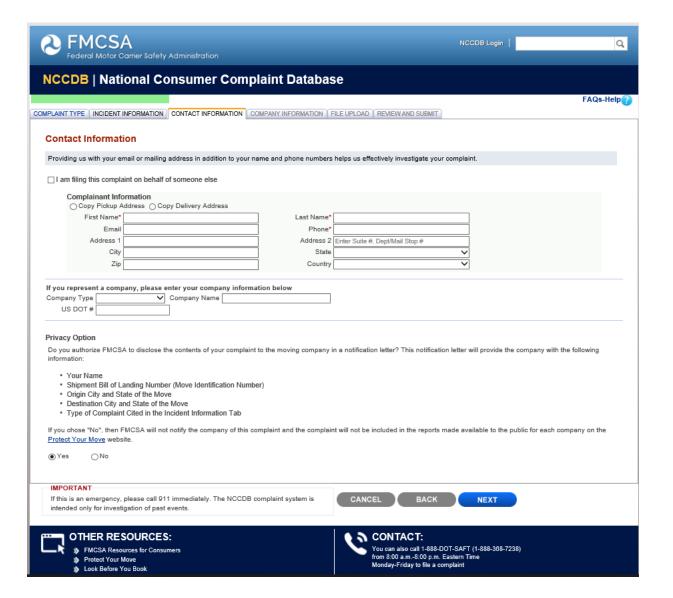


	- Hostage	
	☐ Moving company did not deliver goods or will not provide their location	
	Number of days the shipment was held beyond delivery (enter Number or 'Unknown'):	
	Amount requested from carrier in order to deliver shipment (enter Amount or "Unknown"): \$	
	Value of the shipment (enter Value or 'Unknown'): \$	
	- Pickup and Delivery	
	Moving company did not notify the customer of a delay in picking up their goods.	
	Scheduled pickup date:	
	Actual pickup date:	
	☐ The customer was not notified of a delay in the delivery of their goods. Scheduled delivery date:	
	Actual delivery date:	
	- Loss and Damage	
	☐ There were significant loss and/or damage to the contents of the shipment.	
	Estimated amount of loss and damage: \$	
	- Owner Operator – Leasing Violations	
	Payment Period – Failure to remit payment to Owner Operator within 15 days after submission of delivery documents and other paperwork concerning a trip in the service of the authorized carrier	
	Escrow Funds – Failure to remit payment to Owner Operator within 45 days after termination	
	Copy of Rated Freight Bill – Failure to give the owner operator a copy of the rated freight bill	
	☐ Tariff or Other Document – Failure to permit the owner operator to view tariff or other document which rates and charges are computed	
	☐ Charge Back Items – Failure to permit owner operator to view documents which are necessary to determine validity of charges	
	- Claim Settlement	
	☐ Moving Company did not offer a claim settlement.	
	☐ Moving Company is not responding to a filed complaint or an inquiry.	
	☐ Moving Company refuses to participate in the arbitration process.	
	- Other Commercial Complaints	
	☐ The company that contracted with me for this job has refused to pay for the services that we agreed to, and that I/my company performed	
	☐ The complaint involved improper insurance coverage for transportation of personal automobile, motorcycle, or machinery with combustible engines	
	A laborer was needed to load or unload the shipment; the company did not provide this service or compensate me for it	
	☐ The shipper or receiver attempted to coerce or coerced the complainant into loading/unloading (lumping) the shipment	
N	loving Broker (Arranges Transportation)	
	Broker or Moving company did not provide the customer with a copy of the "Your Rights And Responsibilities When You Move" pamphlet and the "Ready to Move" brochure.	
	☐ Moving company did not provide a written description of their complaint or inquiry process.	
	☐ Moving company did not prepare or provide an <u>order for service</u> .	
	☐ Moving company did not inform the customer of the availability of a neutral arbitration process.	
	☐ Moving company did not prepare or provide an itemized inventory of every box and unboxed item included in the shipment.	
	☐ Moving company did not prepare or provide a bill of lading.	
	- Estimates/Final Charges	
	☐ Moving company did not provide a concise, easy-to-read written (binding or non-binding) estimate of the charges.	
	Moving company did not honor the form of payment specified in the estimate. (Example: the company agreed to payment by personal check in the estimate, but upon delivery they insisted on cash).	\setminus
	☐ Moving Company did not honor a binding estimate.	Nζ
	☐ Moving company requested more than 110% of a <u>non-binding</u> estimate at the time of delivery of the shipment.	
	Estimated freight charges: \$	
	Total deposit paid prior to pickup: \$	
	Total freight charges requested at delivery: \$	

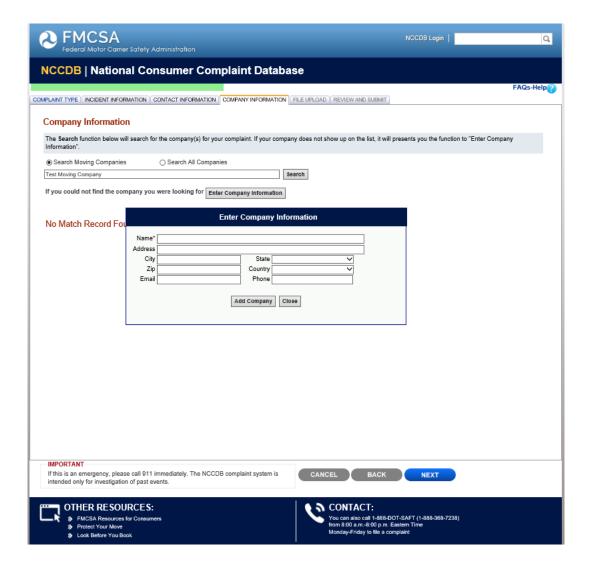
☐ Broker provided estimates that are much lower than actual charges from Moving Company.
- Weighing
\square Moving company did not provide an opportunity for the customer to observe the weighing.
☐ The customer asked the mover to re-weigh the shipment and they refused.
☐ Moving company would not adjust charges based on re-weighing of the shipment.
- Hostage
☐ Moving company did not deliver goods or will not provide their location
Number of days the shipment was held beyond delivery (enter Number or 'Unknown'):
Amount requested from carrier in order to deliver shipment (enter Amount or 'Unknown'): \$
Value of the shipment (enter Value or 'Unknown'): \$
- Pickup and Delivery
☐ Moving company did not notify the customer of a delay in picking up their goods.
Scheduled pickup date:
Actual pickup date:
☐ The customer was not notified of a delay in the delivery of their goods.
Scheduled delivery date:
Actual delivery date:
- Loss and Damage
☐ There were significant loss and/or damage to the contents of the shipment.
Estimated amount of loss and damage: \$
- Owner Operator – Leasing Violations
Payment Period – Failure to remit payment to Owner Operator within 15 days after submission of delivery documents and other paperwork concerning a trip in the service of the authorized carrier
☐ Escrow Funds – Failure to remit payment to Owner Operator within 45 days after termination
Copy of Rated Freight Bill – Failure to give the owner operator a copy of the rated freight bill
Tariff or Other Document – Failure to permit the owner operator to view tariff or other document which rates and charges are computed
Charge Back Items – Failure to permit owner operator to view documents which are necessary to determine validity of charges
- Claim Settlement
☐ Moving Company did not offer a claim settlement.
☐ Moving Company is not responding to a filed complaint or an inquiry.
☐ Moving Company refuses to participate in the arbitration process.
- Other Commercial Complaints
☐ The company that contracted with me for this job has refused to pay for the services that we agreed to, and that I/my company performed
☐ The complaint involved improper insurance coverage for transportation of personal automobile, motorcycle, or machinery with combustible engines
A laborer was needed to load or unload the shipment; the company did not provide this service or compensate me for it
—

☐ The shipper or receiver attempted to coerce or coerced the complainant into loading/unloading (lumping) the shipment				
Deceptive Business Practice				
- Whistleblower Complaint				
☐ Theft from the Household Goods shipments				
☐ Charging for services not provided				
☐ False advertising				
\square Broker and Motor Carrier comingling finances				
☐ Fraud involving credit cards				
☐ Other fraudulent activity (explain)				
Operating Authority and Financial Responsibility				
- Operating Authority				
☐ Carrier is operating without required interstate operating authority or registration.				
☐ Carrier is operating without a valid process agent				
- Financial Responsibility				
☐ Carrier is operating without required insurance				
☐ Carrier is operating without required trust fund or bond				
☐ Trust fund or bond company is not solvent (49 CFR Part 387 Subpart C)				
☐ Process agent is not responsive				
IMPORTANT If this is an emergency, please call 911 immediately. The NCCDB complaint system is intended only for investigation of past events. CANCEL BACK NEXT				
OTHER RESOURCES: > FMCSA Resources for Consumers > Protect Your Move > Look Before You Book OTHER RESOURCES: CONTACT: You can also call 1-888-DOT-SAFT (1-888-368-7238) from 8:00 a.m8:00 p.m. Eastern Time Monday-Friday to file a complaint				

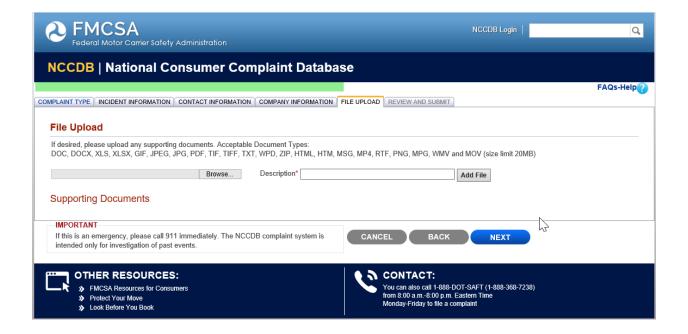
Industry Moving Complaint Contact Information



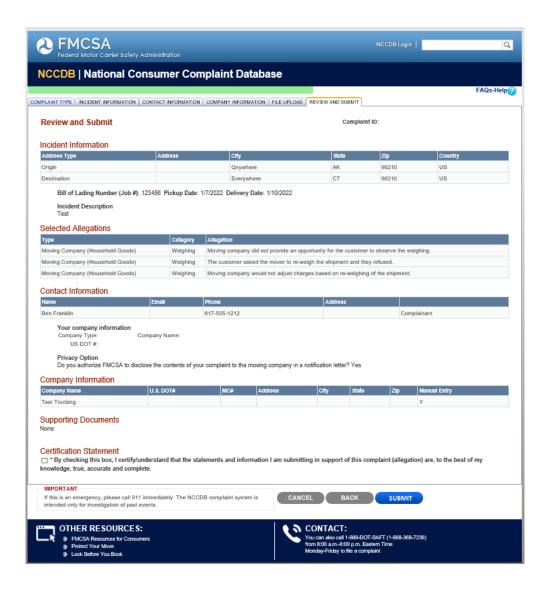
Industry Moving Complaint Company Information



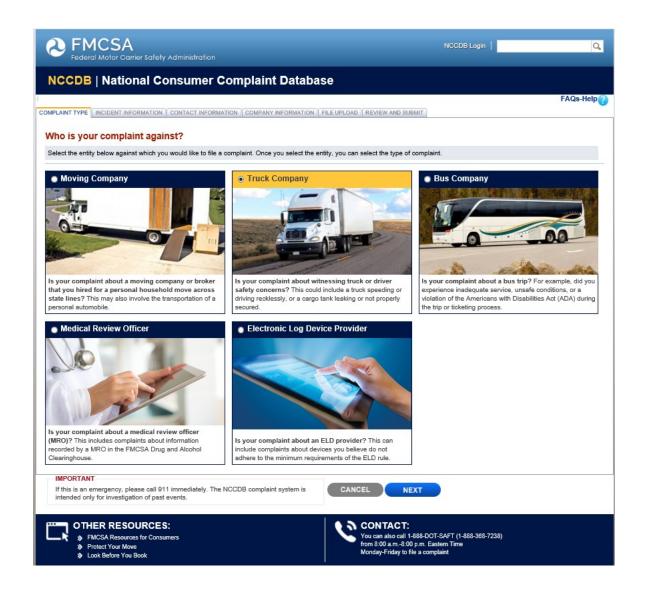
Industry Moving Complaint File Upload



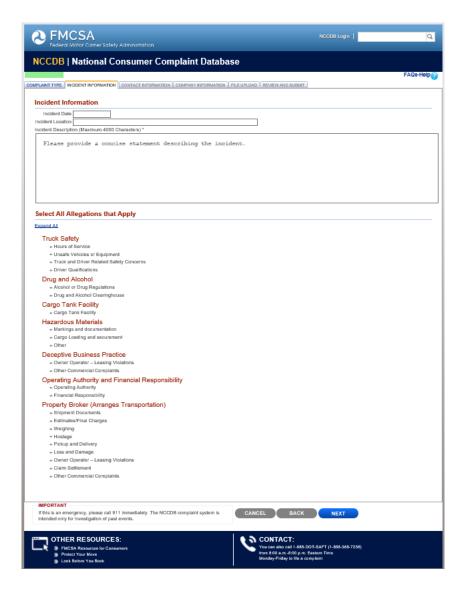
Industry Moving Complaint Review and Submit



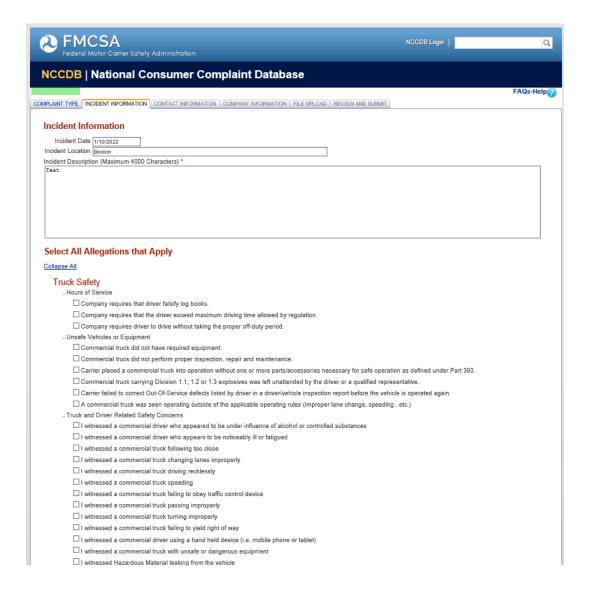
Industry Truck Complaint Type



Industry Truck Complaint Incident Information



Industry Truck Complaint Incident Information Continued



Industry Truck Complaint Incident Information Continued

☐ I witne	essed a commercial driver's inability to communicate proficiently in English reasonably demonstrates difficulty interpreting road signs
Gene	ral truck driver safety concern:
_ Driver Qua	iffications
☐ Comp	pany is in violation of hiring, investigating, testing, and records maintenance regulations.
☐ Comp	pany is in violation of Commercial Drivers License (CDL) regulations.
	pany is using a driver with more than one commercial driver license.
	sany is using a driver that is under the age.
	anay is using a driver that does not possess a valid commercial driver license or commercial driver license permit.
	nany is using a driver that cannot read and speak the English language sufficiently to perform transportation duties.
_	nany is using a driver that does not possess a valid commercial driver license endorsement (i.e. hazardous materials, double-triple trailer, etc.).
	uany is using a driver that does not possess a valid medical card.
Orug and A	
	Trup Regulations
	pany is in violation of Drug/Alcohol usage regulations.
	pany is in violation of Drug/Alcohol testing regulations.
□ Comp	uany is not conducting follow-up tests in accordance with the substance abuse professional's follow-up testing requirements.
☐ Drive	failed or refused a drug or alcohol test or committed any other violation of the prohibition on the use of drugs or alcohol and is now driving for another carrier, but did not complete the DOT substance abuse professional's return-to-duty process.
☐ Previo	ous motor carriers did not respond to the executed signed release for the required background check for DOT drug & alcohol testing.
- Drug and A	Joohol Clearinghouse
☐ Emple	over did not receive limited consent from the driver before conducting a limited query in the Clearinghouse.
☐ Emple	oyer did not report negative RTD test result to the Clearinghouse.
☐ Emple	over did not report the completion of follow-up testing plan to the Clearinghouse.
Cargo Tank	Facility
- Cargo Tani	x Facility .
☐ Cargo	tank facility has an expired registration.
☐ Cargo	tank facility has an expired U or R stamp.
☐ The c	argo tank or cargo tank motor vehicle design is not certified to conform to specifications requirements.
☐ Inspe	ctors and/or testers not meeting the requirements of 49 CFR 180.409 are conducting hazardous materials inspections and tests.
☐ Cargo	o tank facility is doing work that requires a U or R stamp without a U or R stamp.
☐ A car	rier is moving a leaking non-bulk package in violation of 49 CFR 174.50.
☐ Incom	plete data in cargo tanks records.
☐ No or	limited hazardous materials training program.
lazardous	Materials
- Markings a	nd documentation
☐ Carrie	er/Shipper improperly marked and or labeled hazardous materials.
☐ Missir	ng shipping papers, in compliance with 49 CFR 172.201
☐ Carrie	er does not have a valid motor carrier identification report and/ or hazardous materials permit application.
- Cargo Load	ding and securement
☐ Carrie	er/ Shipper improperly secured hazardous materials load.
☐ Carrie	er/ Shipper improperly segregated hazardous materials.
□ Carrie	or/ Shinner is improperly loading and /or unloading hazardous materials

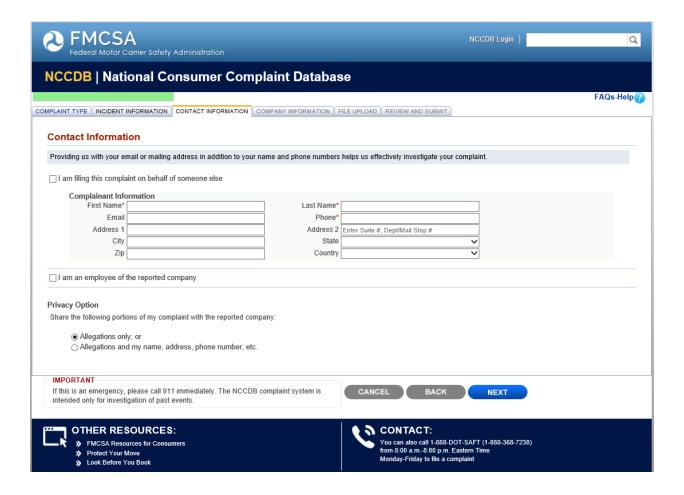
Industry Truck Complaint Incident Information Continued

- Other	
A hazardous material employee do	as not have sufficient training.
Carrier has an outdated registration	
☐ I witnessed Hazardous Material lea	king from the vehicle
Deceptive Business Practice	
- Owner Operator – Leasing Violations	
☐ Payment Period – Failure to remit p service of the authorized carrier	ayment to Owner Operator within 15 days after submission of delivery documents and other paperwork concerning a trip in the
☐ Escrow Funds – Failure to remit page	yment to Owner Operator within 45 days after termination
☐ Copy of Rated Freight Bill – Failure	to give the owner operator a copy of the rated freight bill
☐ Tariff or Other Document – Failure	to permit the owner operator to view tariff or other document which rates and charges are computed
☐ Charge Back Items – Failure to per	mit owner operator to view documents which are necessary to determine validity of charges
- Other Commercial Complaints	
☐ The company that contracted with r	ne for this job has refused to pay for the services that we agreed to, and that I/my company performed
Operating Authority and Financial - Operating Authority	Responsibility
☐ Carrier is operating without required	d interstate operating authority or registration.
☐ Carrier is operating without a valid p	process agent
- Financial Responsibility	
☐ Carrier is operating without required	linsurance
☐ Carrier is operating without required	I trust fund or bond
☐ Trust fund or bond company is not :	solvent (49 CFR Part 387 Subpart C)
☐ Process agent is not responsive	
Property Broker (Arranges Transp	portation)
. Shipment Documents	
☐ Broker or Moving company did not brochure.	provide the customer with a copy of the "Your Rights And Responsibilities When You Move" pamphlet and the "Ready to Move"
☐ Moving company did not provide a	written description of their complaint or inquiry process.
☐ Moving company did not prepare or	provide an <u>order for service</u> .
☐ Moving company did not inform the	customer of the availability of a neutral arbitration process.
☐ Moving company did not prepare or	provide an itemized inventory of every box and unboxed item included in the shipment.
☐ Moving company did not prepare or	provide a bill of lading.
- Estimates/Final Charges	
☐ Moving company did not provide a	concise, easy-to-read written (binding or non-binding) estimate of the charges.
☐ Moving company did not honor the upon delivery they insisted on cash	form of payment specified in the estimate. (Example: the company agreed to payment by personal check in the estimate, but).
☐ Moving Company did not honor a b	inding estimate.
☐ Moving company requested more the	nan 110% of a <u>non-binding</u> estimate at the time of delivery of the shipment.
Estimated freight charges: \$	
Total deposit paid prior to pickup: \$	
Total freight charges requested at d	elivery: \$
	much lower than actual charges from Moving Company.
_ Weighing	
	opportunity for the customer to observe the weighing.
The customer asked the mover to re	e-weigh the shipment and they refused.

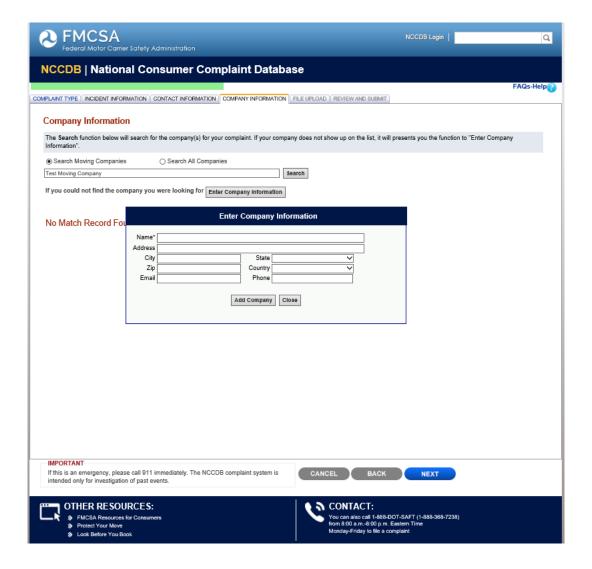
Incident Truck Complaint Incident Information Continued

☐ Moving company would not adjust charges based on re-weighing of the	e shipment.
- Hostage	оприон.
☐ Moving company did not deliver goods or will not provide their location Number of days the shipment was held beyond delivery (enter Number of Amount requested from carrier in order to deliver shipment (enter Amou Value of the shipment (enter Value or 'Unknown'): \$ - Pickup and Delivery	
☐ Moving company did not notify the customer of a delay in picking up the	pir nonde
Scheduled pickup date: Actual pickup date:	ar guous.
☐ The customer was not notified of a delay in the delivery of their goods. Scheduled delivery date: Actual delivery date:	
- Loss and Damage	
\Box There were significant loss and/or damage to the contents of the shipme	ent.
Estimated amount of loss and damage: \$	
- Owner Operator - Leasing Violations	
☐ Payment Period – Failure to remit payment to Owner Operator within 15 service of the authorized carrier	5 days after submission of delivery documents and other paperwork concerning a trip in the
☐ Escrow Funds – Failure to remit payment to Owner Operator within 45 of	days after termination
☐ Copy of Rated Freight Bill – Failure to give the owner operator a copy of	of the rated freight bill
\square Tariff or Other Document – Failure to permit the owner operator to view	tariff or other document which rates and charges are computed
☐ Charge Back Items – Failure to permit owner operator to view documen	its which are necessary to determine validity of charges
- Claim Settlement	
☐ Moving Company did not offer a claim settlement.	
\square Moving Company is not responding to a filed complaint or an inquiry.	
☐ Moving Company refuses to participate in the arbitration process.	
- Other Commercial Complaints	
\square The company that contracted with me for this job has refused to pay for	the services that we agreed to, and that I/my company performed
\square The complaint involved improper insurance coverage for transportation	of personal automobile, motorcycle, or machinery with combustible engines
\square A laborer was needed to load or unload the shipment; the company did	not provide this service or compensate me for it
\Box The shipper or receiver attempted to coerce or coerced the complainant	t into loading/unloading (lumping) the shipment
PORTANT this is an emergency, please call 911 immediately. The NCCDB complaint system is	S CANCEL BACK NEXT
lended only for investigation of past events.	
OTHER RESOURCES:	♦ S CONTACT:
 FMCSA Resources for Consumers Protect Your Move 	You can also call 1-888-DOT-SAFT (1-888-368-7238) from 8:00 a.m.2:00 p.m.E. astern Time Monday-Friday to file a complaint
Look Before You Book	monday-i realy to line a complaint

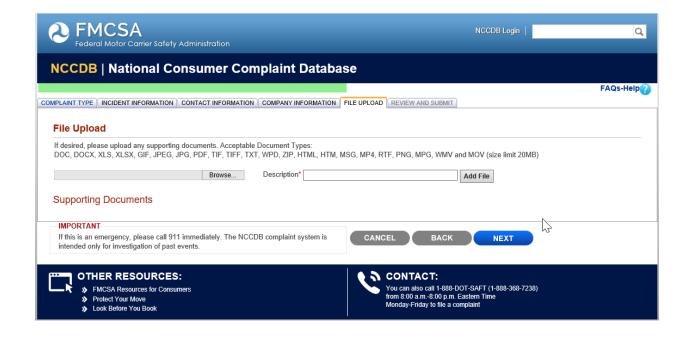
Industry Truck Complaint Contact Information



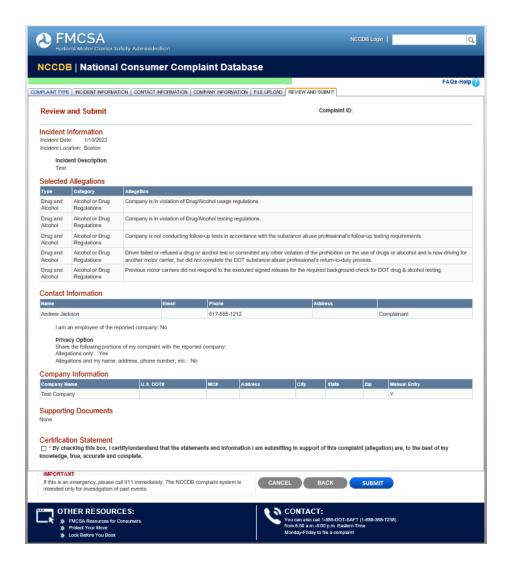
Industry Truck Complaint Company Information



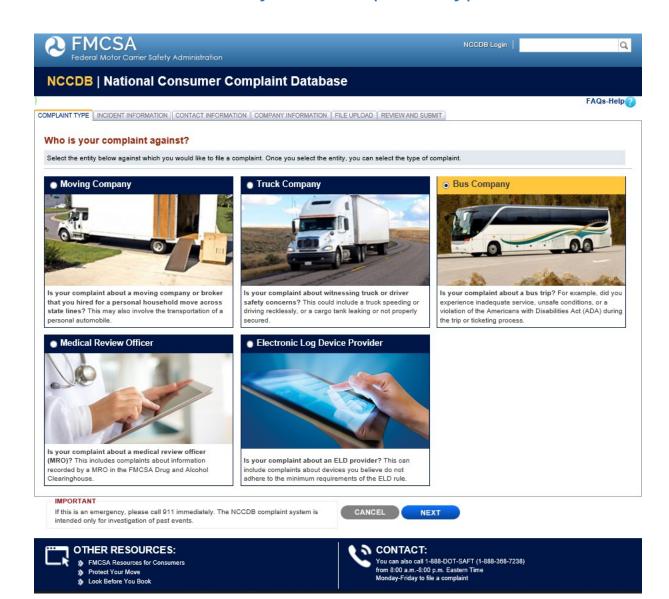
Industry Truck Complaint File Upload



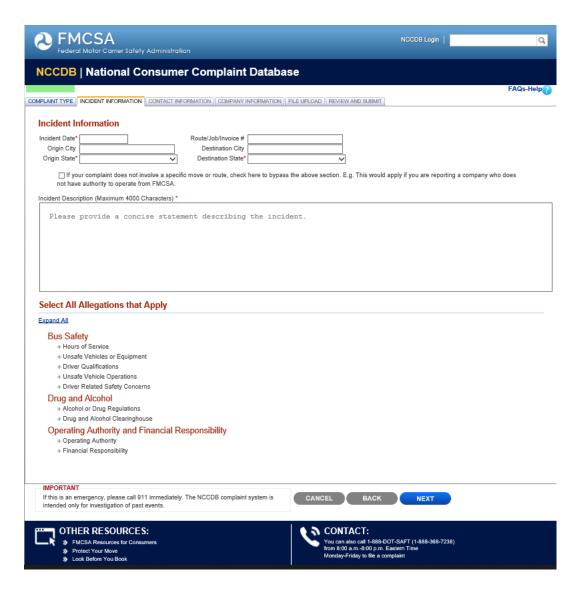
Industry Truck Complaint Review and Submit

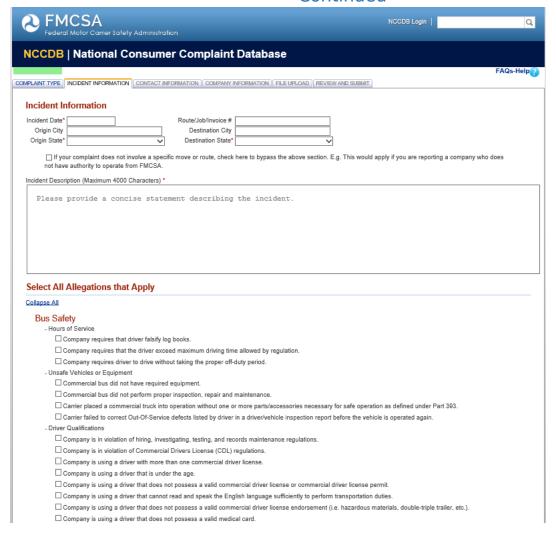


Industry Bus Complaint Type

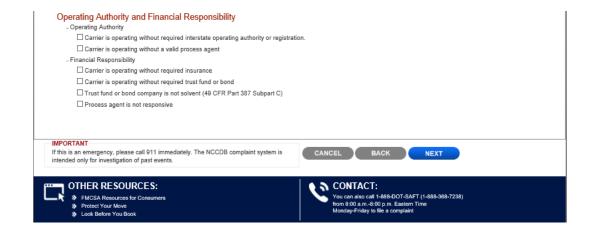


Industry Bus Complaint Incident Information

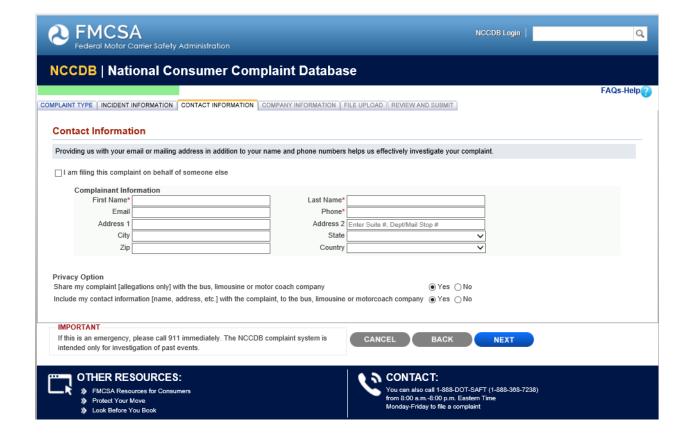




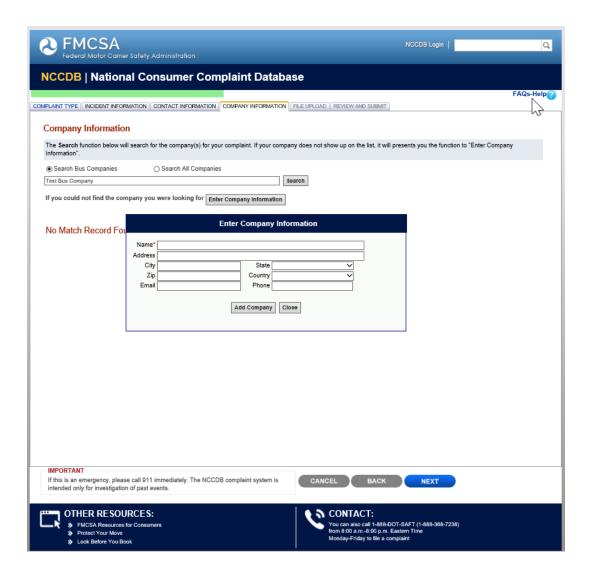
_ Unsafe Vehicle Operations
☐ Vehicle engaged in ongoing operation while permitting passenger(s) forward of standee(s) line.
☐ Vehicle engaged in ongoing operation with one or more aisle seat(s) not securely fastened or obstructing aisle when seat is unoccupied.
Uehicle engaged in ongoing operation while baggage or freight is unsecured to prevent driver's unrestricted operation or passenger/occupant access to emergency exit(s), or passenger protection from falling/displaced articles.
☐ Vehicle being towed/pushed while passenger(s) on board.
☐ Vehicle engaged in ongoing operation with one or more occupant(s) within closed body of bus and no exit/operation of exit.
☐ Vehicle engaged in ongoing operation with unmarked/malfunctioning emergency exit(s).
☐ Vehicle engaged in ongoing operation with exhaust fumes entering passenger compartment.
☐ Vehicle engaged in ongoing operation with unsafe or dangerous equipment
☐ General Vehicle Safety:
- Driver Related Safety Concerns
I witnessed a commercial driver who appeared to be under influence of alcohol or controlled substances
☐ I witnessed a commercial driver who appears to be noticeably ill or fatigued
☐ I witnessed a commercial bus following too close
☐ I witnessed a commercial bus changing lanes improperly
☐ I witnessed a commercial bus driving recklessly
☐ I witnessed a commercial bus speeding
☐ I witnessed a commercial bus failing to obey traffic control device
☐ I witnessed a commercial bus passing improperly
☐ I witnessed a commercial bus turning improperly
☐ I witnessed a commercial bus failing to yield right of way
☐ I witnessed a commercial driver using a hand held device (i.e. mobile phone or tablet)
I witnessed a driver's inability to communicate proficiently in English reasonably demonstrates difficulty interpreting road signs
☐ General driver safety concern:
Drug and Alcohol
_ Alcohol or Drug Regulations
☐ Company is in violation of Drug/Alcohol usage regulations.
☐ Company is in violation of Drug/Alcohol testing regulations.
Company is not conducting follow-up tests in accordance with the substance abuse professional's follow-up testing requirements.
☐ Driver failed or refused a drug or alcohol test or committed any other violation of the prohibition on the use of drugs or alcohol and is now driving for another motor carrier, but did not complete the DOT substance abuse professional's return-to-duty process.
☐ Previous motor carriers did not respond to the executed signed release for the required background check for DOT drug & alcohol testing.
- Drug and Alcohol Clearinghouse
☐ Employer did not receive limited consent from the driver before conducting a limited query in the Clearinghouse.
☐ Employer did not report negative RTD test result to the Clearinghouse.
☐ Employer did not report the completion of follow-up testing plan to the Clearinghouse.



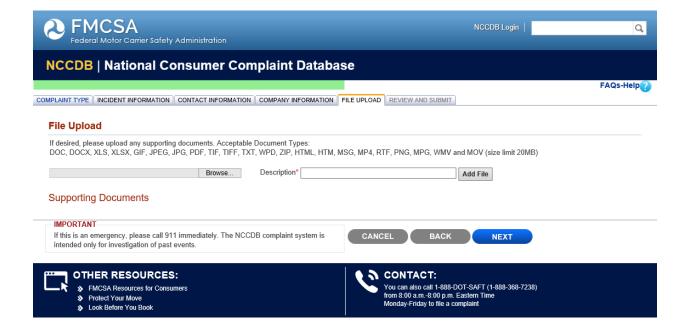
Industry Bus Complaint Contact Information



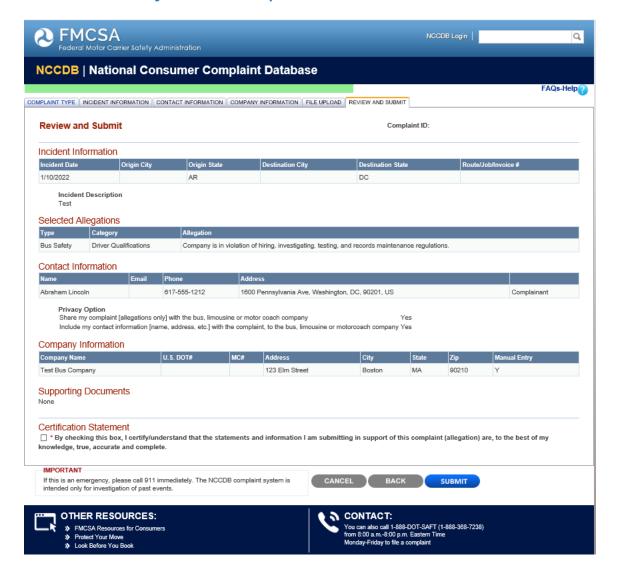
Industry Bus Complaint Company Information



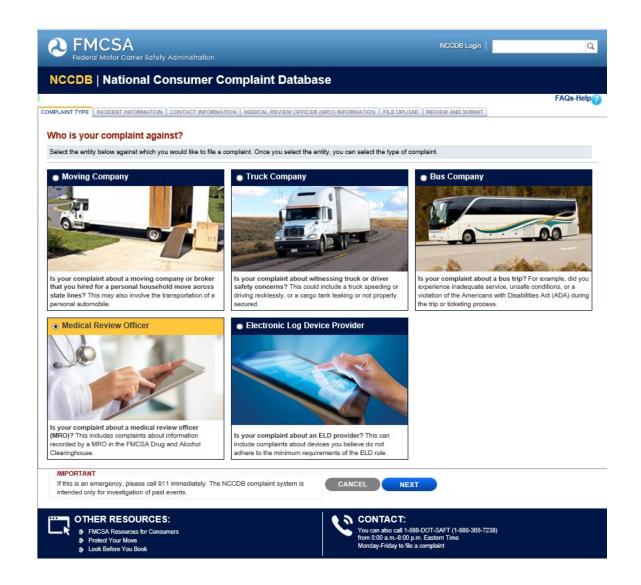
Industry Bus Complaint File Upload



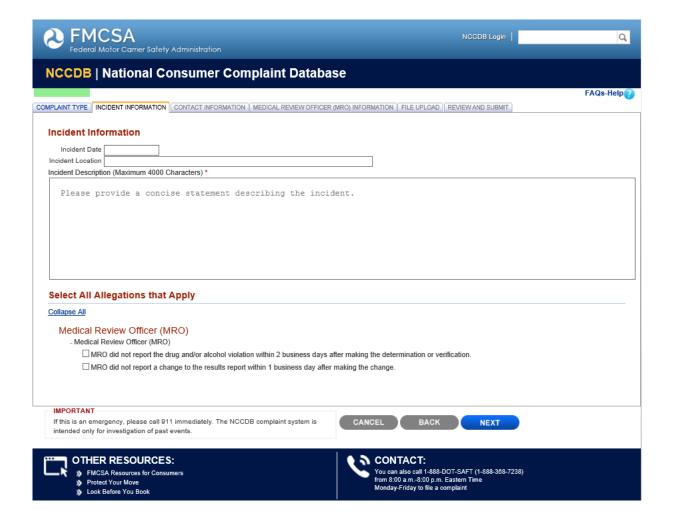
Industry Bus Complaint Review and Submit



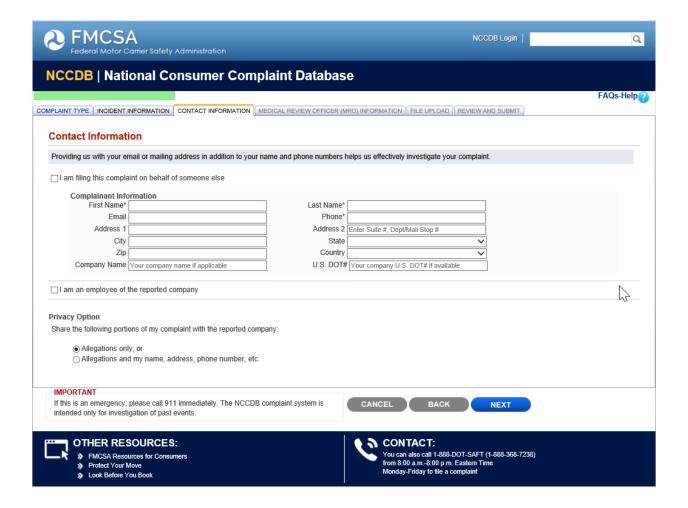
Industry Medical Review Officer (MRO) Complaint Type



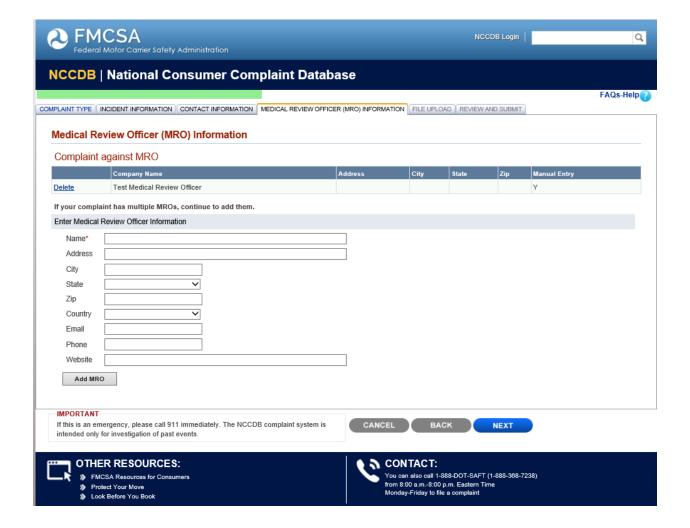
Industry MRO Complaint Incident Information



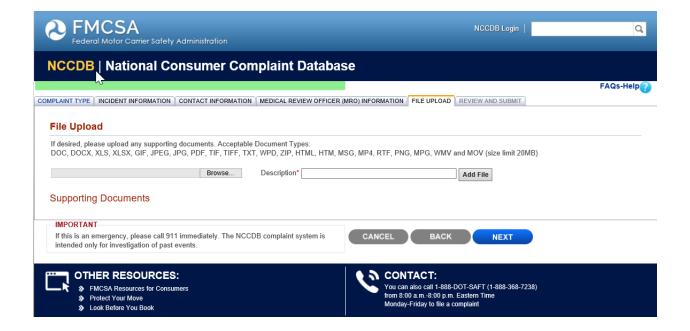
Industry MRO Complaint Contact Information



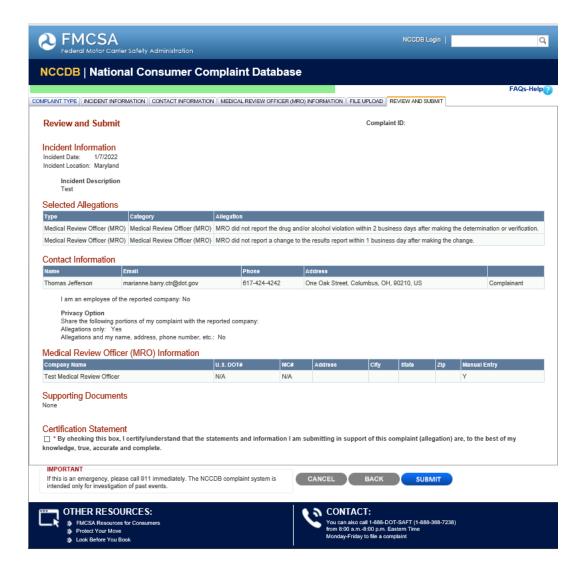
Industry MRO Complaint Company Information



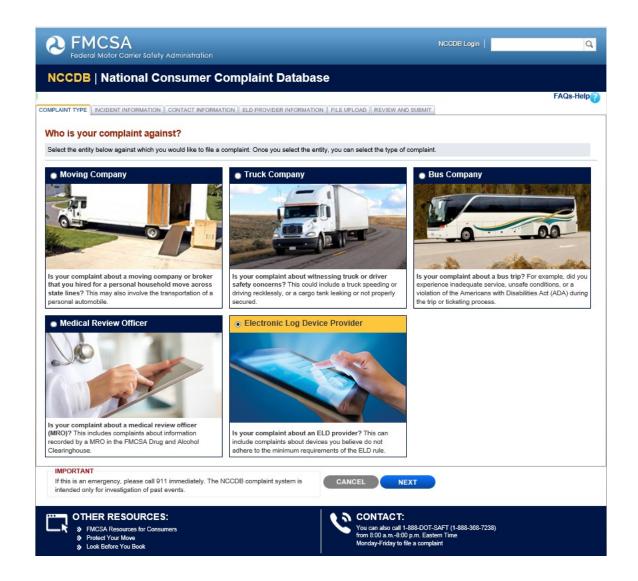
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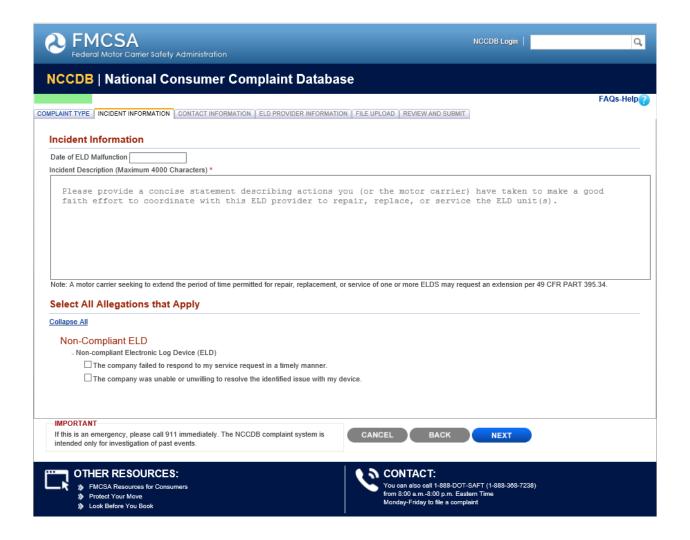
Industry MRO Complaint Review and Submit



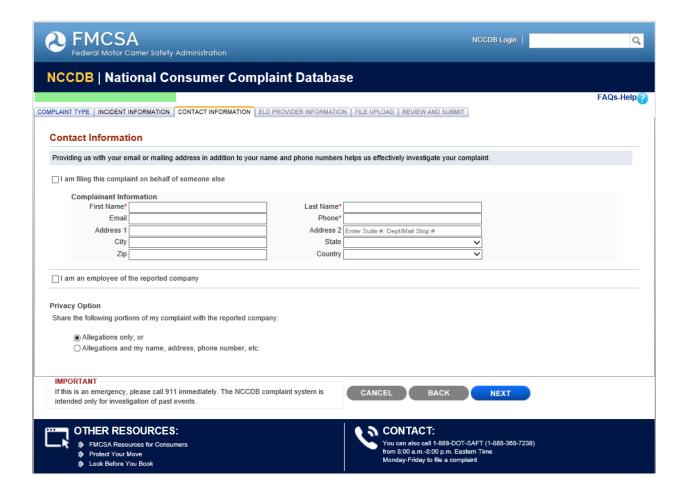
Industry Electronic Log Device (ELD) Provider Complaint Type



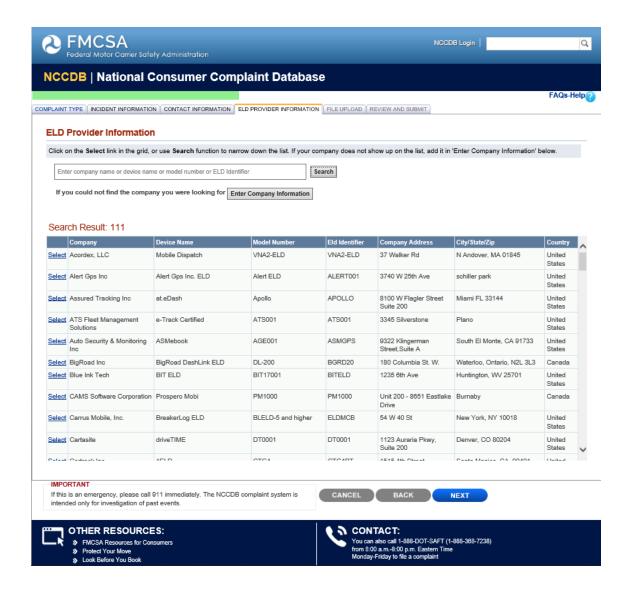
Industry Electronic Log Device (ELD) Provider Incident Information



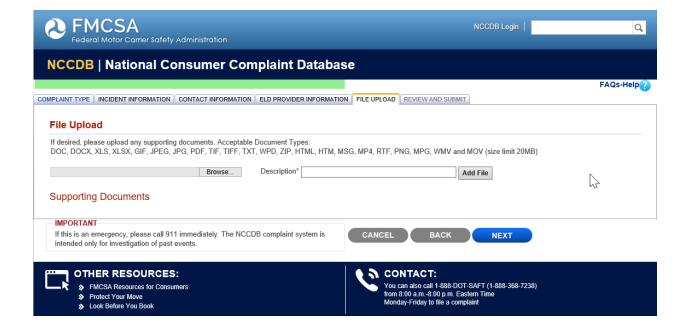
Industry Electronic Log Device (ELD) Provider Contact Information



Industry Electronic Log Device (ELD) Provider Information



Industry Electronic Log Device (ELD) Provider File Upload



Industry Electronic Log Device (ELD) Provider Review and Submit

