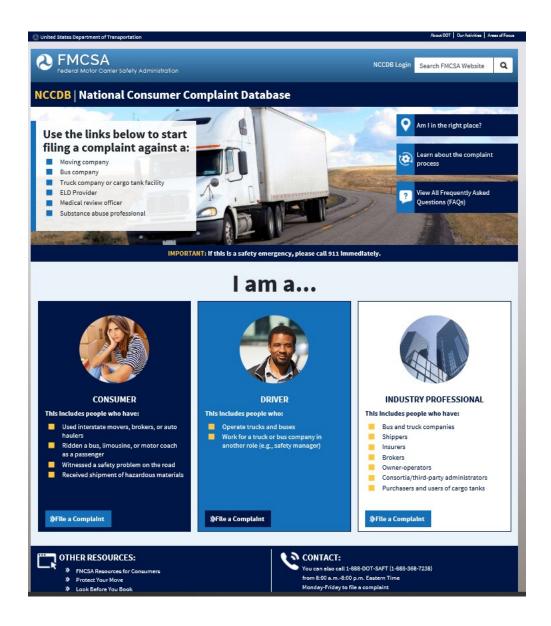
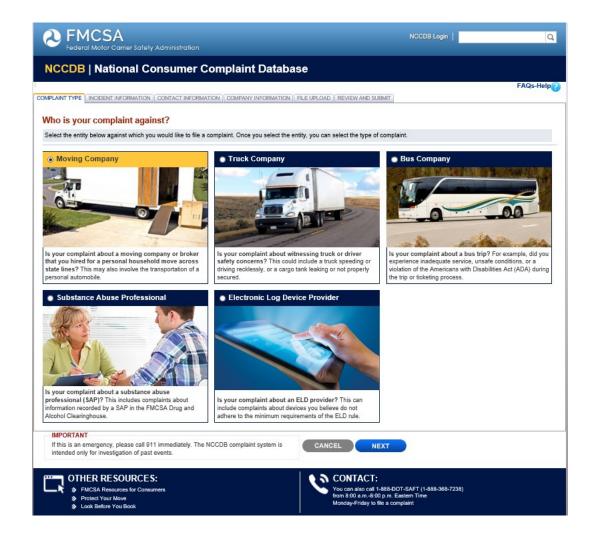
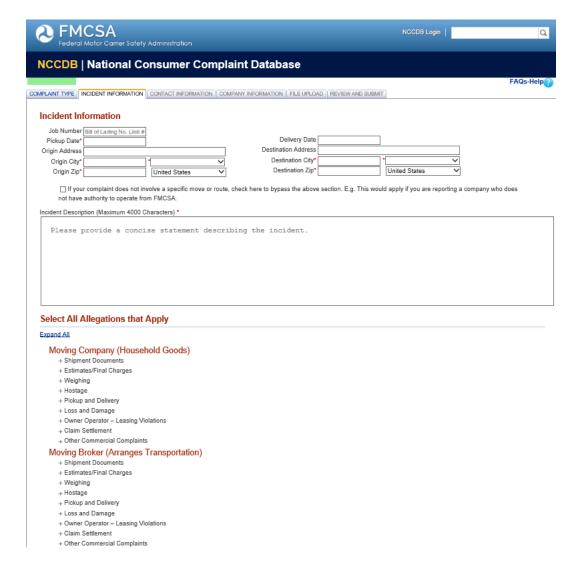
NCCDB Complaint Entry Home Page



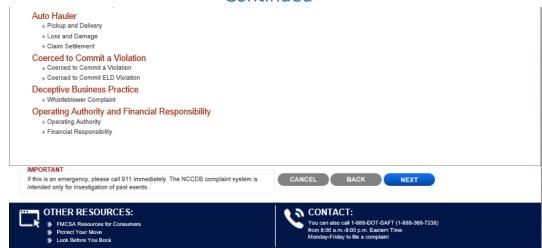
Driver Moving Complaint Type



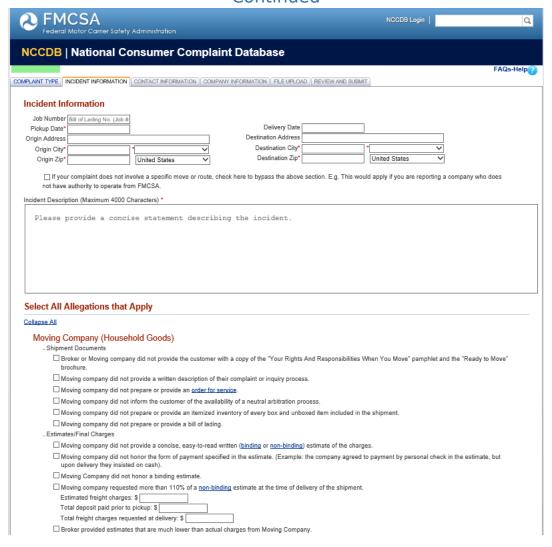
Driver Moving Complaint Incident Information



Driver Moving Complaint Incident Information Continued



Driver Moving Complaint Incident Information Continued



Driver Moving Complaint Incident Information Continued

- Weighing
☐ 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 l/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
Moving Broker (Arranges Transportation) "Shioment Documents
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.
Estimate/final Charges
Laminateuri man ornages 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).

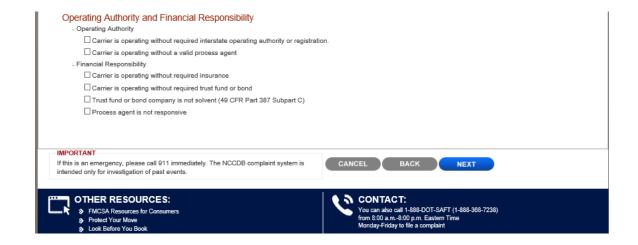
Driver Moving Complaint Incident Information Continued

☐ Moving Company did not honor a binding estimate.
☐ 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
☐ 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

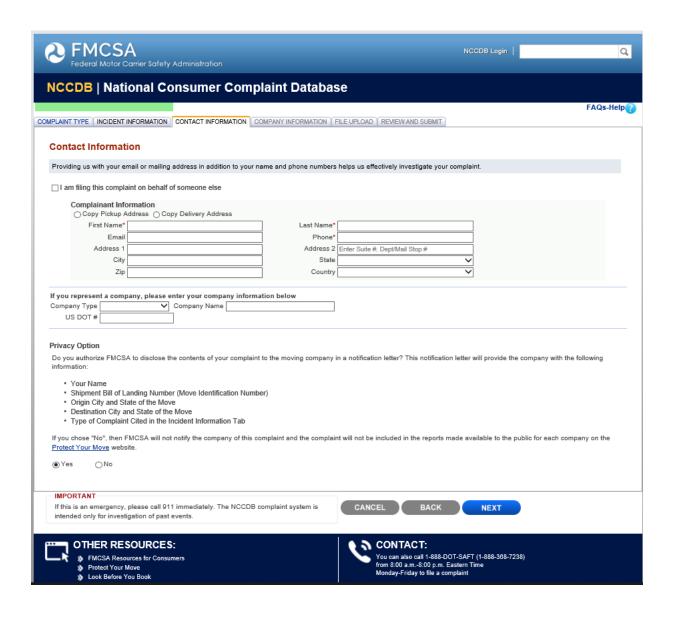
Driver Moving Complaint Incident Information Continued

/ tato i ic	auler
- Picku	p and Delivery
	Auto Hauler 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:
_	and Damage
	There were significant loss and/or damage to the contents of the shipment.
	Estimated amount of loss and damage: \$
	l Settlement Auto Hauler did not offer a claim settlement.
_	Auto Hauler is not responding to a filed complaint or an inquiry.
	Auto Hauler refuses to participate in the arbitration process.
	d to Commit a Violation
	sed to Commit a Violation
	I was coerced to commit a violation related to Hours of Service.
	I was coerced to commit a violation related to Cargo Securement.
	I was coeroed to commit a violation related to Required Equipment.
	I was coerced to commit a violation related to Vehicle Condition or Maintenance.
	I was coeroed to commit a violation related to ill or fatigued operations.
	I was coerced to commit a violation related to commercial drivers licensing.
	I was coerced to commit a violation related to hazardous materials.
	I was coerced to commit a violation related to the commercial regulations.
	Other
- Coerd	ped to Commit ELD Violation
	I was coerced to falsely certify my ELD records.
Decepti	ve Business Practice
_ Whist	deblower Complaint
	Theft from the Household Goods shipments
	Charging for services not provided
	False advertising
	Broker and Motor Carrier comingling finances
	Fraud involving credit cards

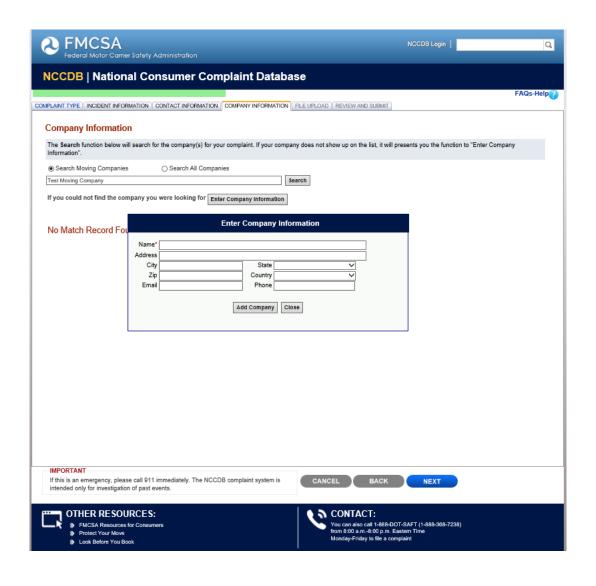
Driver Moving Complaint Incident Information Continued



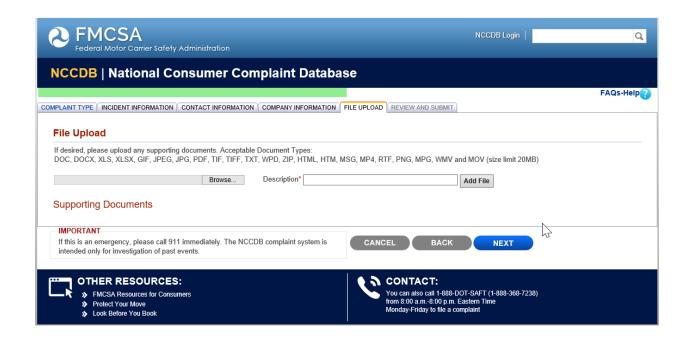
Driver Moving Complaint Contact Information



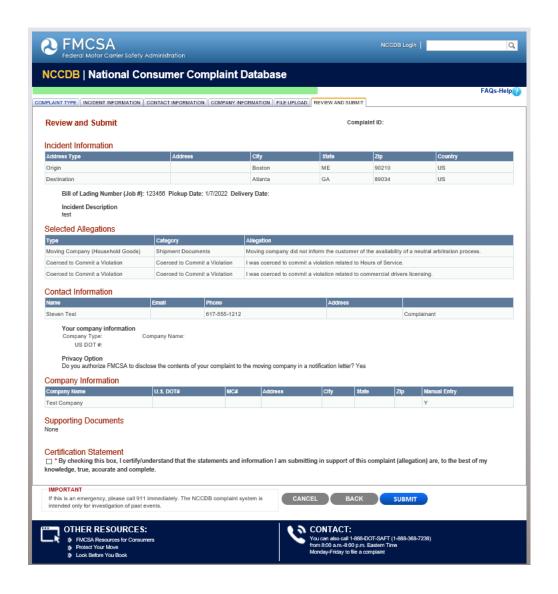
Driver Moving Complaint Company Information



Driver Moving Complaint File Upload



Driver Moving Complaint Review and Submit



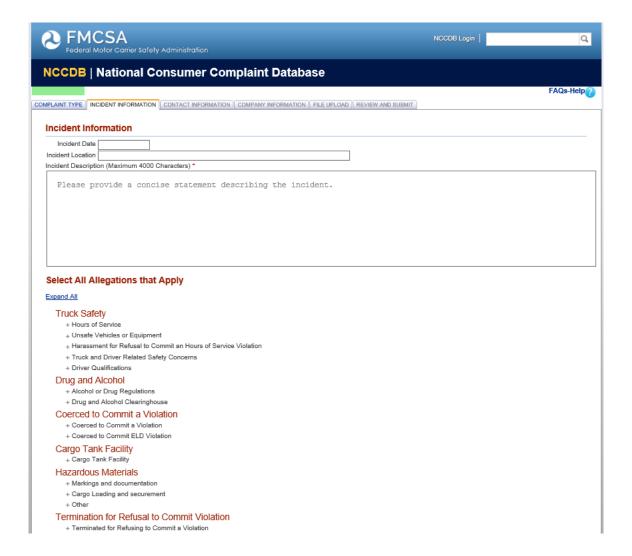
Driver Truck Complaint Type

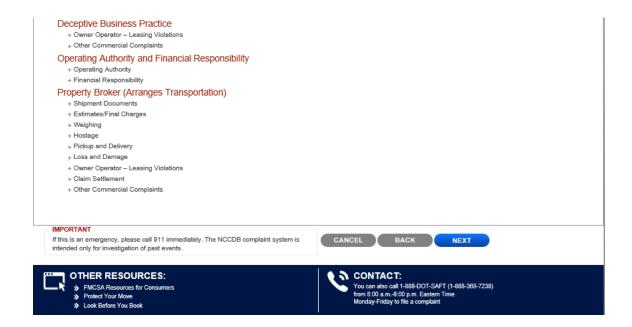


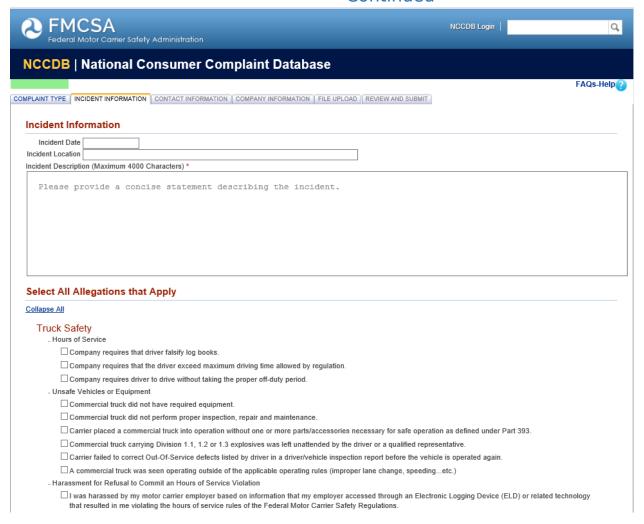


- FMCSA Resources for Consumers
 Protect Your Move
 Look Before You Book

CONTACT: You can also call 1-888-DOT-SAFT (1-888-368-7238) from 8:00 a.m.-8:00 p.m. Eastern Time Monday-Friday to file a complaint







- Truck and 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 truck following too close
☐ I witnessed a commercial truck changing lanes improperly
☐ I witnessed a commercial truck driving recklessly
☐ I witnessed a commercial truck speeding
☐ I witnessed a commercial truck failing to obey traffic control device
☐ I witnessed a commercial truck passing improperly
☐ I witnessed a commercial truck turning improperly
☐ I witnessed a commercial truck 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 commercial truck with unsafe or dangerous equipment
☐ I witnessed Hazardous Material leaking from the vehicle
I witnessed a commercial driver's inability to communicate proficiently in English reasonably demonstrates difficulty interpreting road signs
☐ General truck driver safety concern:
- Driver Qualifications
☐ Company is in violation of hiring, investigating, testing, and records maintenance regulations.
☐ Company is in violation of Commercial Drivers License (CDL) regulations.
☐ Company is using a driver with more than one commercial driver license.
☐ Company is using a driver that is under the age.
☐ Company is using a driver that does not possess a valid commercial driver license or commercial driver license permit.
☐ Company is using a driver that cannot read and speak the English language sufficiently to perform transportation duties.
Company is using a driver that does not possess a valid commercial driver license endorsement (i.e. hazardous materials, double-triple trailer, etc.).
☐ Company is using a driver that does not possess a valid medical card.
Drug and Alcohol
_ Âlcohol 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.
Previous motor carriers did not respond to the executed signed release for the required background check for DOT drug & alcohol testing.
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.

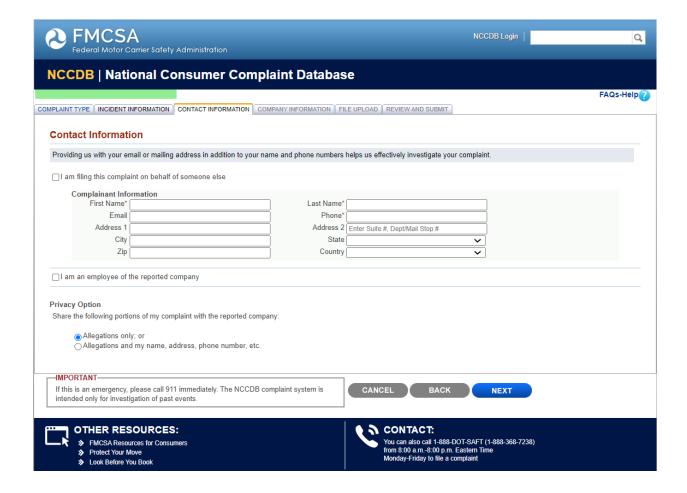
- Drug and Alcohol Clearinghouse
☐ Employer did not receive limited consent from the driver before conducting a limited query in the Clearinghouse.
☐ Employer did not report negative RTD test result to the Clearinghouse.
☐ Employer did not report the completion of follow-up testing plan to the Clearinghouse.
Coerced to Commit a Violation
_ Coerced to Commit a Violation
☐ I was coerced to commit a violation related to Hours of Service.
☐ I was coerced to commit a violation related to Cargo Securement.
☐ I was coerced to commit a violation related to Required Equipment.
☐ I was coerced to commit a violation related to Vehicle Condition or Maintenance.
☐ I was coerced to commit a violation related to ill or fatigued operations.
☐ I was coerced to commit a violation related to commercial drivers licensing.
☐ I was coerced to commit a violation related to hazardous materials.
☐ I was coerced to commit a violation related to the commercial regulations.
☐ Other
- Coerced to Commit ELD Violation
☐ I was coerced to falsely certify my ELD records.
Cargo Tank Facility
_ Cargo Tank Facility
☐ Cargo tank facility has an expired registration.
☐ Cargo tank facility has an expired U or R stamp.
☐ The cargo tank or cargo tank motor vehicle design is not certified to conform to specifications requirements.
☐ Inspectors and/or testers not meeting the requirements of 49 CFR 180.409 are conducting hazardous materials inspections and tests.
☐ Cargo tank facility is doing work that requires a U or R stamp without a U or R stamp.
☐ A carrier is moving a leaking non-bulk package in violation of 49 CFR 174.50.
☐ Incomplete data in cargo tanks records.
☐ No or limited hazardous materials training program.
Hazardous Materials
- Markings and documentation
☐ Carrier/Shipper improperly marked and or labeled hazardous materials.
☐ Missing shipping papers, in compliance with 49 CFR 172.201
☐ Carrier does not have a valid motor carrier identification report and/ or hazardous materials permit application.
- Cargo Loading and securement
Carrier/ Shipper improperly secured hazardous materials load.
Carrier/ Shipper improperly segregated hazardous materials.
☐ Carrier/ Shipper is improperly loading and /or unloading hazardous materials.
. Other
☐ A hazardous material employee does not have sufficient training.
Carrier has an outdated registration.
☐ I witnessed Hazardous Material leaking from the vehicle

Termination for Refusal to Commit Violation			
_ Terminated for Refusing to Commit a Violation			
☐ I (or another driver) was terminated for refusing to commit a violation related to Hours of Service.			
☐ I (or another driver) was terminated for refusing to commit a violation related to Size and Weight.			
☐ I (or another driver) was terminated for refusing to commit a violation related to Cargo Securement.			
☐ I (or another driver) was terminated for refusing to commit a violation related to Required Equipment.			
☐ I (or another driver) was terminated for refusing to commit a violation related to Vehicle Condition or Maintenance.			
☐ I (or another driver) was terminated for refusing to commit a violation related to Falsification of Log Books.			
☐ I (or another driver) was terminated for refusing to commit a violation related to ill or fatigued operations.			
Deceptive Business Practice			
- 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			
_ 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			
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			
Property Broker (Arranges Transportation) - Shipment Documents			
☐ 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.			

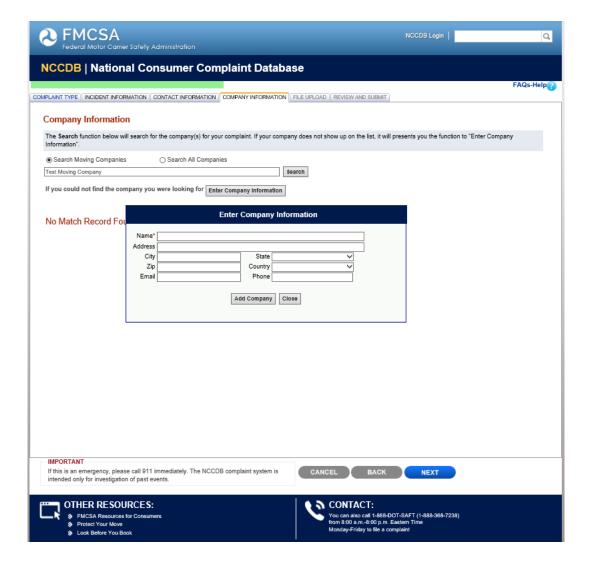
- Estimates/Final Charges
☐ Moving company did not provide a concise, easy-to-read written (<u>binding</u> or <u>non-binding</u>) estimate of the charges.
Moving company did not honor the form of payment specified in the estimate. (Example: the company agreed to payment by personal check in the estimate, but upon delivery they insisted on cash).
☐ Moving Company did not honor a binding estimate.
☐ 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
☐ 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
	IMPORTANT
	If this is an emergency, please call 911 immediately. The NCCDB complaint system is intended only for investigation of past events.
	monace only to infocuspect of past of one.
1	OTHER RESOURCES:

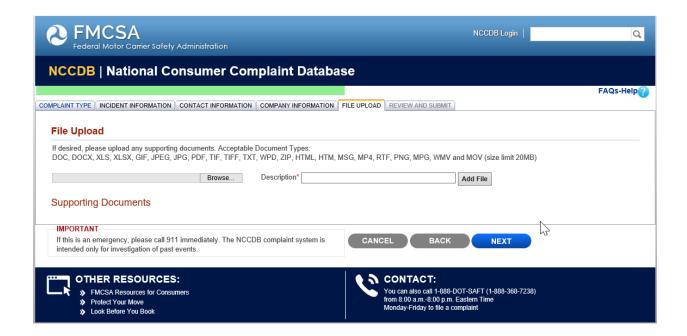
Driver Truck Complaint Contact Information



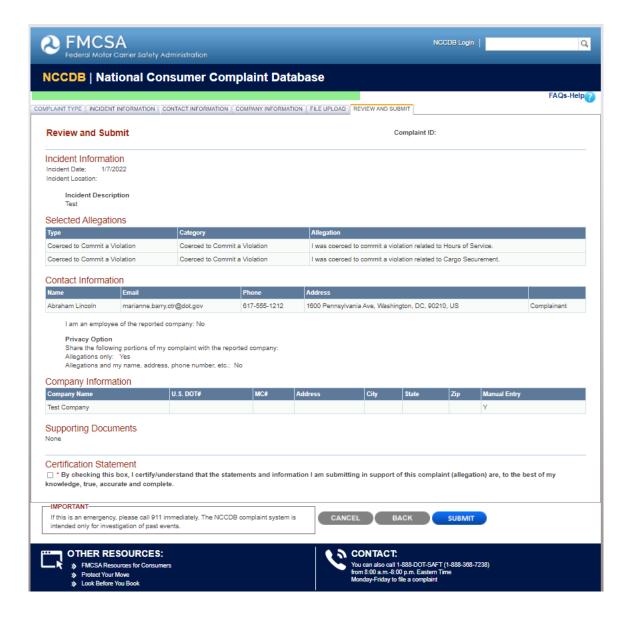
Driver Truck Complaint Company Information



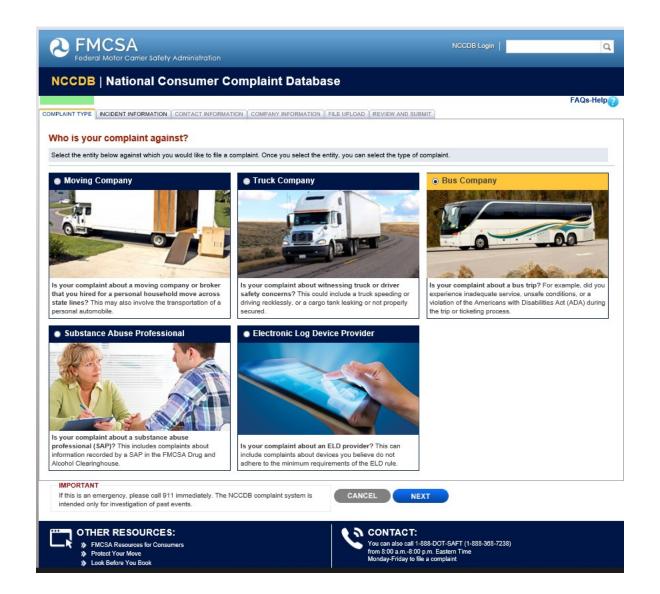
Driver Truck Complaint File Upload



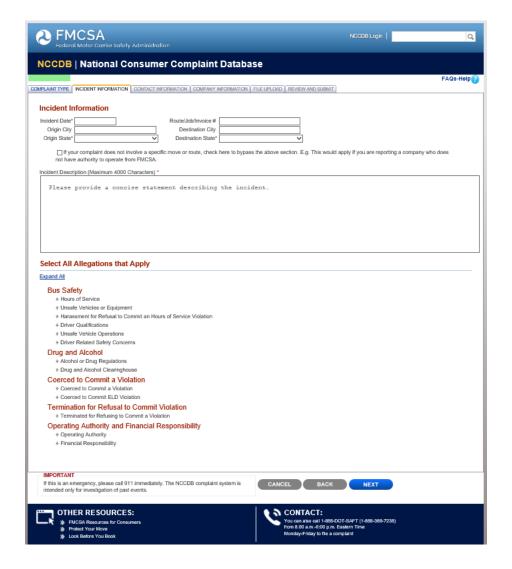
Driver Truck Complaint Review and Submit

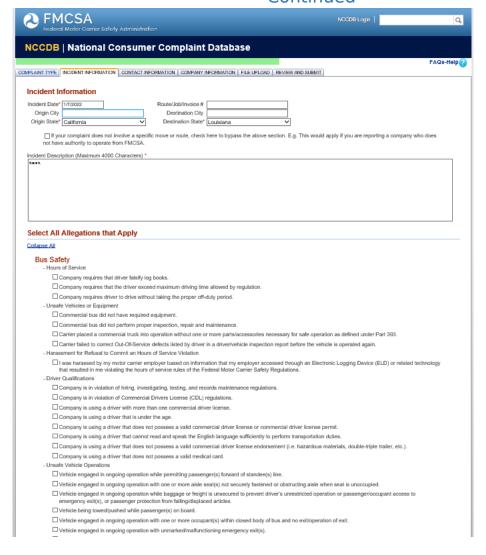


Driver Bus Complaint Type

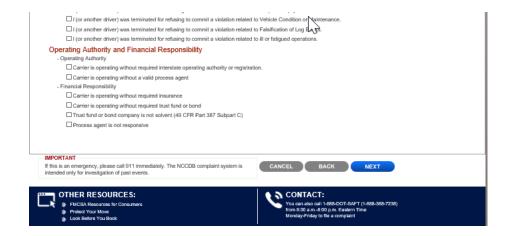


Driver Bus Complaint Incident Information

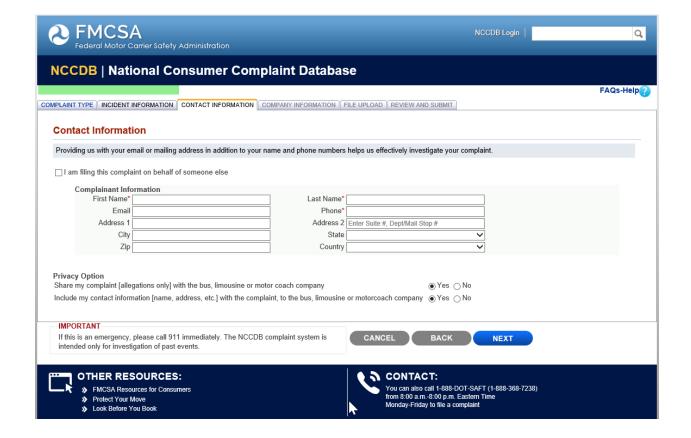




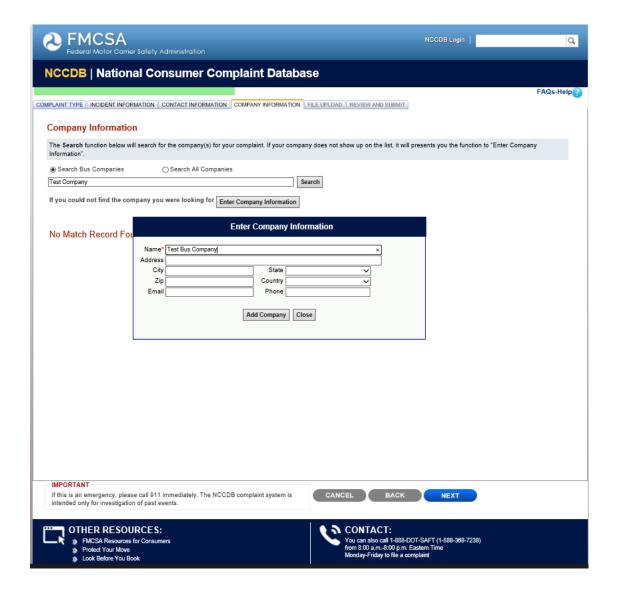
□ Makida anganad	d in angoing operation with exhaust fumes entering passenger compartment.
_	in ongoing operation with unsafe or dangerous equipment
☐ General Vehicle	
General vericle	Safety:
- Driver Related Safety	
	mmercial driver who appeared to be under influence of alcohol or controlled substances
	mmercial driver who appears to be noticeably ill or fatigued
	mmercial bus following too close
	mmercial bus changing lanes improperly
	mmercial bus driving recklessly
	mmercial bus speeding
	mmercial bus failing to obey traffic control device
	mmercial bus passing improperly
☐ I witnessed a cor	mmercial bus turning improperly
☐ I witnessed a cor	mmercial bus failing to yield right of way
☐ I witnessed a cor	mmercial driver using a hand held device (i.e. mobile phone or tablet)
☐ I witnessed a driv	ver's inability to communicate proficiently in English reasonably demonstrates difficulty interpreting road signs
☐ General driver sa	afety concern:
Drug and Alcohol	
- Alcohol or Drug Regul	lations
	iolation of Drug/Alcohol usage regulations.
	iolation of Drug/Alcohol testing regulations.
	conducting follow-up tests in accordance with the substance abuse professional's follow-up testing requirements.
, ,	carriers did not respond to the executed signed release for the required background check for DOT drug & alcohol testing.
☐ Driver failed or re	eflused 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 of complete the DOT substance abuse professional's return-to-duty process.
- Drug and Alcohol Clea	
-	t receive limited consent from the driver before conducting a limited query in the Clearinghouse.
	t report negative RTD test result to the Clearinghouse.
☐ Employer did not	t report the completion of follow-up testing plan to the Clearinghouse.
Coerced to Commit	
- Coerced to Commit a	
	commit a violation related to Hours of Service.
	commit a violation related to Cargo Securement.
	commit a violation related to Required Equipment.
	commit a violation related to Vehicle Condition or Maintenance.
	commit a violation related to ill or fatigued operations.
	commit a violation related to commercial drivers licensing.
	commit a violation related to hazardous materials.
	commit a violation related to the commercial regulations.
Other	
- Coerced to Commit EL	LD Violation
	falsely certify my ELD records.
	usal to Commit Violation
	ing to Commit a Violation
	er) was terminated for refusing to commit a violation related to Hours of Service.
	er) was terminated for refusing to commit a violation related to Size and Weight.
	er) was terminated for refusing to commit a violation related to Cargo Securement.
	er) was terminated for refusing to commit a violation related to Required Equipment.
Li i (or anomer drive	rer / was reminiated for refusing to continue a violation related to recipine a equipment.



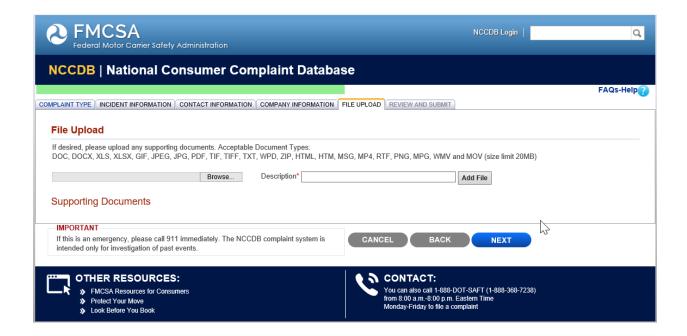
Driver Bus Complaint Contact Information



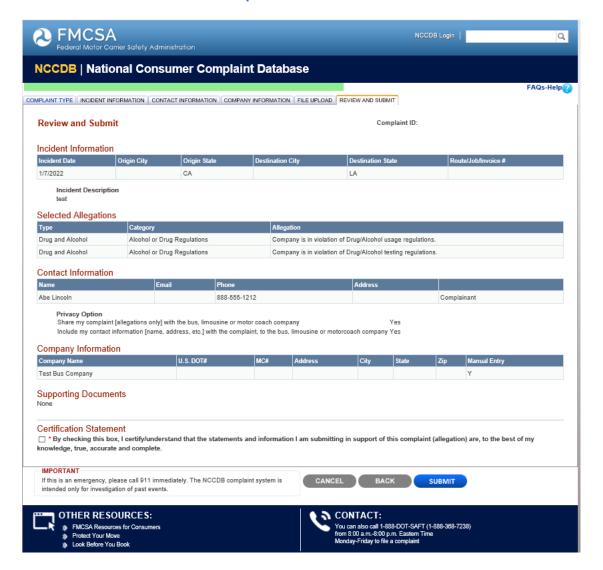
Driver Bus Complaint Company Information



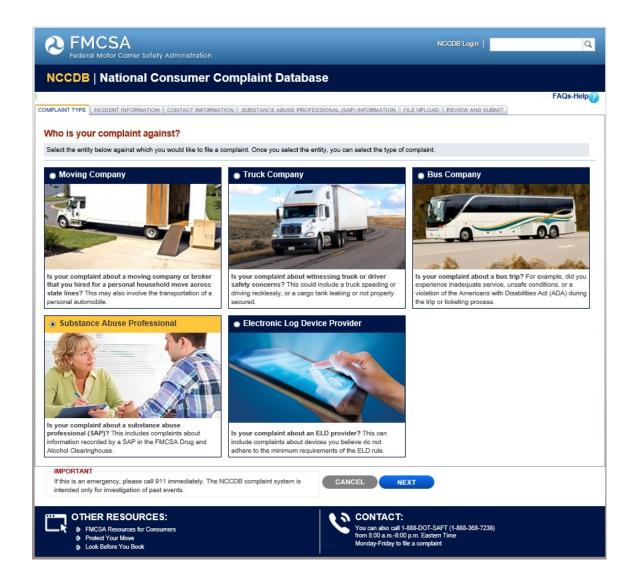
Driver Bus Complaint File Upload



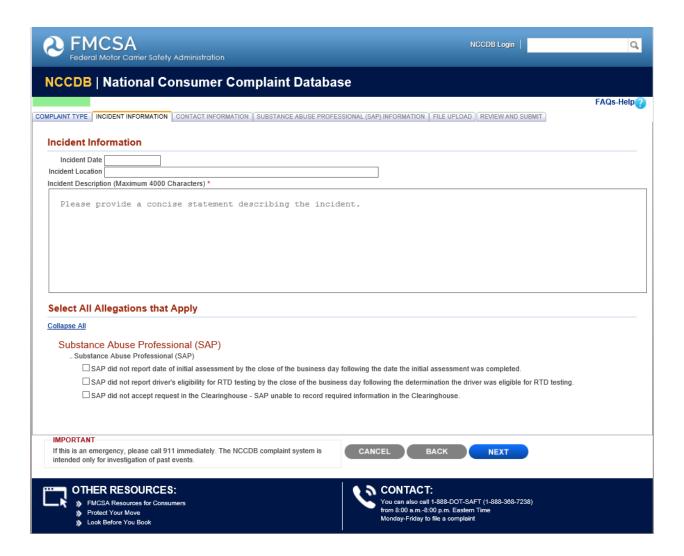
Driver Bus Complaint Review and Submit



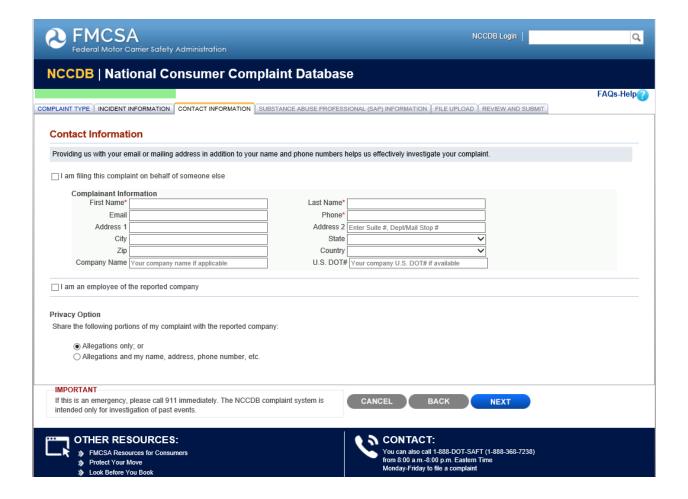
Driver Substance Abuse Professional (SAP) Complaint Type



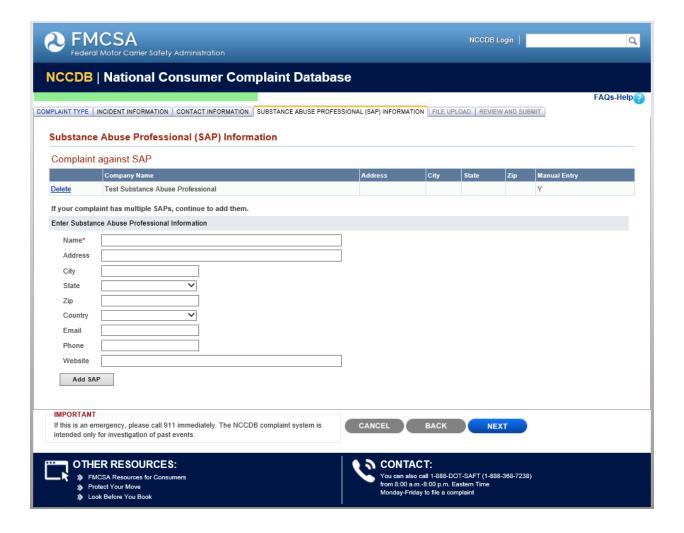
Driver SAP Complaint Incident Information



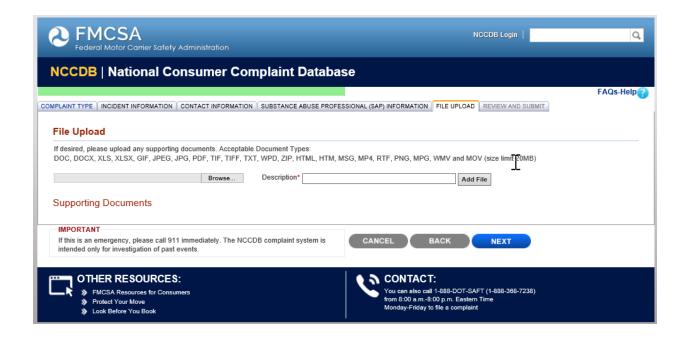
Driver SAP Complaint Contact Information



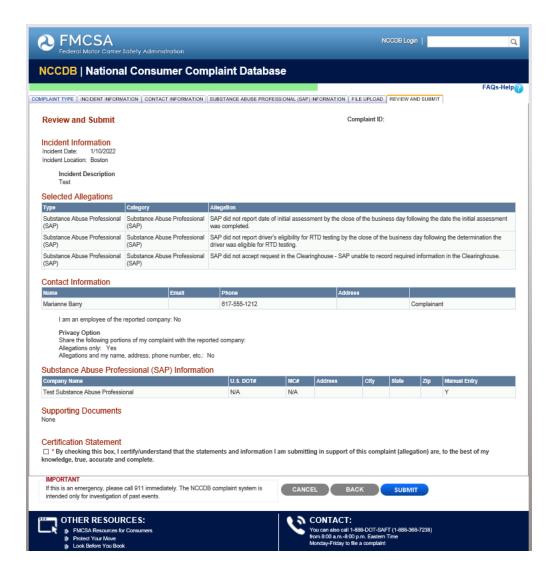
Driver SAP Complaint SAP Information



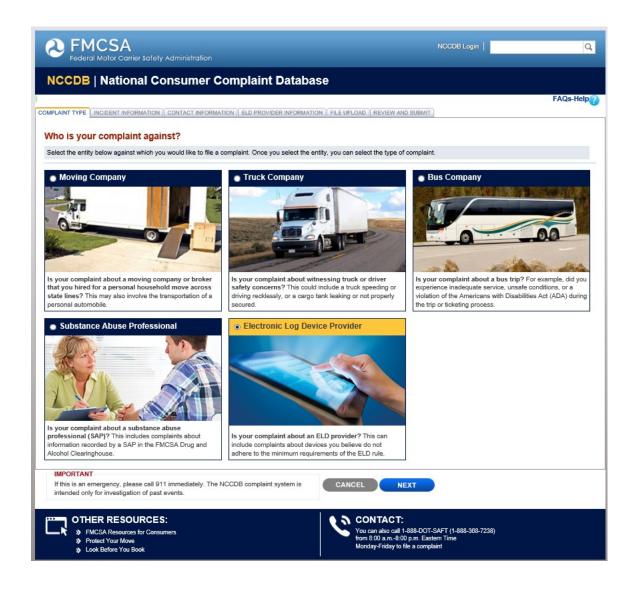
Driver SAP Complaint File Upload



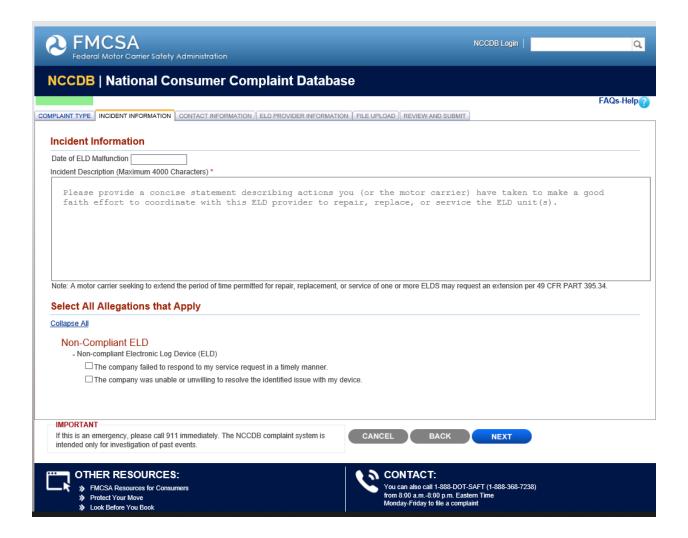
Driver SAP Complaint Review and Submit



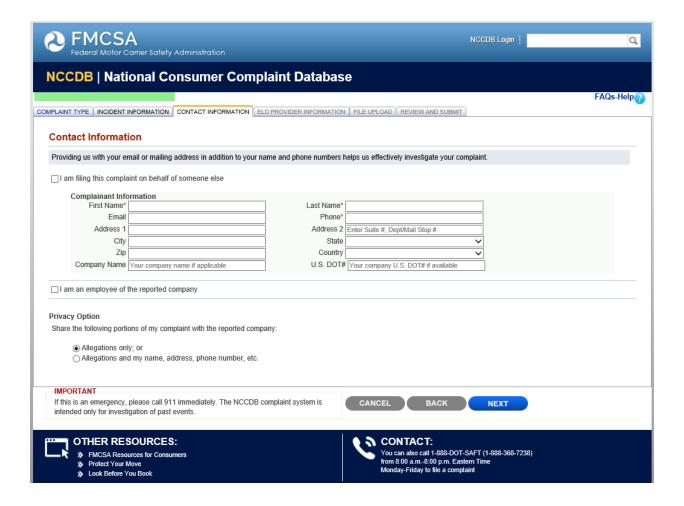
Driver Electronic Log Device (ELD) Provider Complaint Type



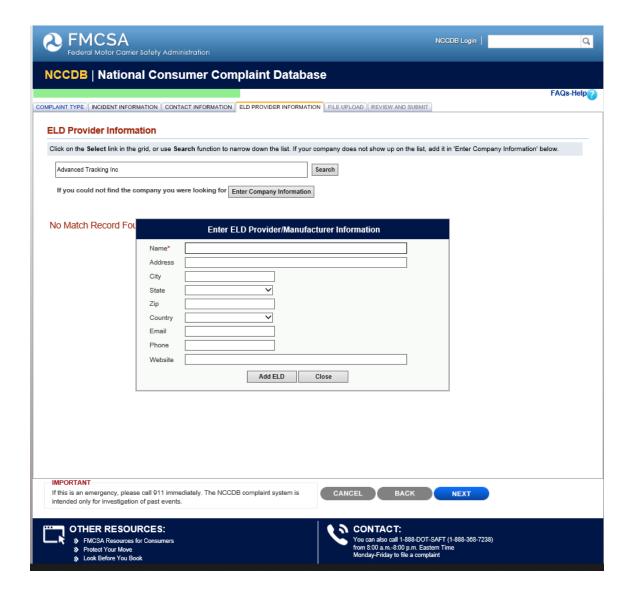
Driver (ELD) Provider Complaint Information



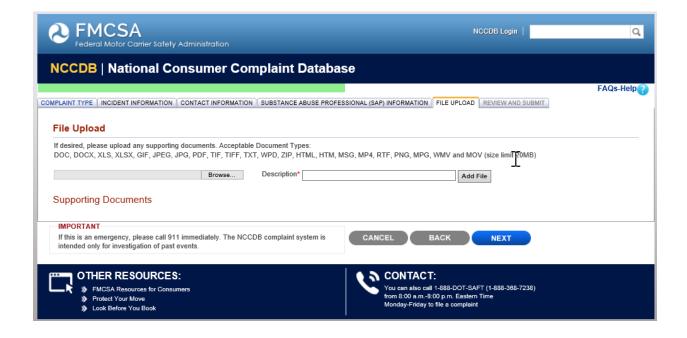
Driver (ELD) Provider Contact Information



Driver ELD Provider Complaint ELD Provider Information



Driver ELD Provider Complaint File Upload



Driver ELD Provider Complaint Review and Submit

