

# FMC Assistance Center

## Landing Page

### Global Header

Breadcrumbs: Home > Contact Us > Landing Page

**Page Heading**  
Intro text  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec non ante libero. Vestibulum eu blandit augue. Mauris magna nunc, posuere vitae dui non, congue ultricies ex. Curabitur convallis tortor eget felis tempor tempor.

The wireframe shows a grid of four blue buttons: 'Submit a Complaint', 'Report Non-Compliance, a Shipping Act Violation, or Suggest an Investigation', 'Request Dispute Resolution Services or Mediation', and 'Other Questions or Concerns'. To the right is a larger blue box labeled 'What this tool is NOT'.

\*\*\*This is a wireframe. It is a broad, 2D sketch to visualize the page content information. It is a skeleton blueprint, not a design guide.

Welcome to the FMC Assistance Center. Members of the public may use this portal to submit complaints or other information to the FMC, as well as to request dispute resolution or informational assistance.

From the list below, select the type of information you would like to submit or assistance needed. Once you have made your selection, please complete and submit the online form provided.

1. Submit a Complaint
2. Report Non-Compliance, a Shipping Act Violation, or Suggest an Investigation
3. Request Dispute Resolution Services or Mediation
4. Other Questions or Concerns

Note that this form cannot be used for the following actions. Please use the links provided to file these types of documents or requests:

- Filing a [formal](#) or [small claim](#) Shipping Act complaint,
- Filing a [Charge Complaint](#)
- Filing a [Freedom of Information Act](#) request, or
- Filing comments in FMC rulemakings at [Regulations.gov](#).

## Individual Form Pages

[Below is the suggested layout and language for each of 4 individual form pages]

### Global Header

Breadcrumbs: Home > Contact Us > Landing Page > Form Page

A. Page Heading  
Intro text

B. Your Contact Information  
Name  
Email  
Phone

C. Form Fields

D. Other Links

\*\*\*This is a wireframe. It is a broad, 2D sketch to visualize the page content information. It is a skeleton blueprint, not a design guide.

## Submit a Complaint

### A) Intro language

- a. Please fill out the following information to assist the Federal Maritime Commission in processing your complaint.
- b. Note:
  - i. To report a suspected violation of the Shipping Act or FMC Regulations please use [Report Non-Compliance, a Shipping Act Violation, or Suggest an Investigation](#).
  - ii. For assistance with a Cargo or Cruise dispute please use [Request Dispute Resolution Services](#)
  - iii. Request assistance with a Cruise refund for a canceled sailing please use [Other Questions or Concerns](#)

### B) Your Information (Required for a Response)

If you leave this blank the Commission cannot respond or update you on the information submitted.

- a. Name,
- b. Email Address,
- c. Phone Number

### C) Form Fields

- a. Description of Complaint
- b. Upload all supporting documents and forms
  - i. List of accepted file formats

### D) Other Links

- a. [File comments on rulemakings](#)
- b. [File a Shipping Act Complaint](#)
- c. [Find and Pay Fees](#)
- d. [File a Charge Complaints](#)

## Report Non-Compliance, a Shipping Act Violation or Suggest an Investigation

- A) Intro language
  - a. Please fill out the following information to assist in processing your request.  
Note: Suggesting an Investigation does not open an investigation. Many factors influence whether an investigation is opened.
- B) Your Information

If you leave this blank the Commission cannot respond or update you on the information submitted.

  - a. Name,
  - b. Email Address (Required for a Response),
  - c. Phone Number
- C) Form Fields
  - a. Is this a report of non-compliance regarding Service Contracts or Tariffs? (Yes/No)
  - b. Name of Company or Individual
  - c. Location of the Activity or Port
  - d. Date of Activity
  - e. Company License or Organization Number
  - f. Details of Alleged Activity
  - g. Upload all supporting documents
    - i. List of accepted file formats
- D) Other Links
  - a. This section blank

## Request Dispute Resolution Services or Mediation

- A) Intro language
  - a. The Office of Consumer Affairs and Dispute Resolution Services (CADRS) is an impartial resource that assists the maritime industry and the shipping public resolve ocean shipping problems through an informal and voluntary process (i.e., ombuds services).
- B) Your Information (Required for a Response)

If you leave this blank the Commission cannot respond or update you on the information submitted.

  - a. Name,
  - b. Email Address,
  - c. Phone Number
- C) Form Fields
  - a. Name of Company or Individual
  - b. Case or Docket Number for Mediation or a Preliminary Conference
  - c. Description of the issue:
  - d. Upload all supporting documents and including the relevant form.
    - i. For [Cargo Disputes](#) (FMC-33)
    - ii. For [Cruise Dispute](#) (FMC-32)
    - iii. List of accepted file formats
- D) Other Links
  - a. This section blank

## Other Questions or Concerns?

### A) Intro language

- a. Do you have a general question for the Federal Maritime Commission? Please fill out the following information and provide as many details and/or supporting information as possible.

### B) Your Information (Required for a Response)

If you leave this blank the Commission cannot respond or update you on the information submitted.

- a. Name,
- b. Email Address,
- c. Phone Number

### C) Form Fields

- a. Is this related to:
  - i. An FMC System or Database? (yes/no)
    1. If Yes: Which System or Database? (Dropdown of systems)
  - ii. A docketed matter or procedural question? (yes/no)
    1. If Yes: Please provide the Docket Number, if known?
  - iii. A regulatory compliance issue? (yes/no)
  - iv. Request assistance with a Cruise refund for a canceled sailing (yes/no)
  - v. A matter not listed above (yes/no)
- b. Description of your question. Please provide enough background to assist in processing your question swiftly. (Required)
- c. Upload any supporting documents
  - i. List of accepted file formats

### D) Other Links

- a. [Docket Library](#)
- b. [File comments on rulemakings](#)
- c. [FOIA Requests](#)