**SEC. 4214. CONSUMER COMPLAINT INFORMATION.**

(a) ESTABLISHMENT OF SYSTEM.—Not later than 1 year after

the date of enactment of this Act, the Secretary shall—

VerDate14-DEC-2004 08:41 Sep 29, 2005 Jkt 039139 PO 00059 Fr 00617 Ft 6580 Sfmt6581 E:\PUBLAW\PUBL059.109 APPS06 PsN:UBL09

119 STAT. 1760 PUBLIC LAW 109–59—AUG. 10, 2005

(1) establish (A) a system for filing and logging consumer

complaints relating to household goods motor carriers for the

purpose of compiling or linking complaint information gathered

by the Department of Transportation and the States with

regard to such carriers, (B) a database of the complaints, and

(C) a procedure for the public to have access, subject to section

552(a) of title 5, United States Code, to aggregated information

and for carriers to challenge duplicate or fraudulent information

in the database;

(2) issue regulations requiring each motor carrier of household

goods to submit on a quarterly basis a report

summarizing—

(A) the number of shipments that originate and are

delivered for individual shippers during the reporting

period by the carrier;

(B) the number and general category of complaints

lodged by consumers with the carrier;

(C) the number of claims filed with the carrier for

loss and damage in excess of $500;

(D) the number of such claims resolved during the

reporting period;

(E) the number of such claims declined in the reporting

period; and

(F) the number of such claims that are pending at

the close of the reporting period; and

(3) develop a procedure to forward a complaint, including

the motor carrier bill of lading number, if known, related to

the complaint to a motor carrier named in such complaint

and to an appropriate State authority (as defined in section

14710(d) of title 49, United States Code) in the State in which

the complainant resides.

(b) USE OF INFORMATION.—The Secretary shall consider

information in the data base established under subsection (a) in

its household goods compliance and enforcement program.