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FMCSA Enhances Compliant Center to Strengthen Trucking Safety and Accountability

The Federal Motor Carrier Safety Administration (FMCSA) launched FMCSA Complaint Center, providing a more streamlined way to report potential violations of federal motor carrier safety and hazardous materials regulations.

The FMCSA Complaint Center provides an accessible channel for reporting potential safety and compliance concerns across the commercial motor vehicle industry. By making it easier to share critical information, FMCSA can better identify potential threats, hold unsafe operators and bad actors accountable, and advance its mission to reduce crashes, injuries, and fatalities involving large trucks and buses.

Formerly known as the National Consumer Complaint Database (NCCDB), FMCSA Complaint Center has undergone significant improvements since the updated system launched last year. Recent enhancements include:

- **Expanded complaint categories:** New categories cover property brokers, Entry-Level Driver Training/Training Provider Registry (ELDT/TPR), intermodal equipment providers, and registration-related fraud and identity theft.
- **Updated name and audience references:** The latest release renames the platform the FMCSA Complaint Center and replaces references to “consumer” with “general public” to better reflect the range of individuals who can submit complaints.
- **Improved user experience:** FMCSA has overhauled the website and complaint submission form and updated the complaint search tool to make the platform easier to navigate.
- **Reorganized categories:** The Medical Review Officer/Substance Abuse Professionals category is now included under a new category, Drug and Alcohol Service Agents.

How to Submit a Complaint

FMCSA encourages individuals who witness potential violations to submit a complaint as soon as possible. Complainants do not need to have every detail before filing and should provide the information available to them. FMCSA reviews complaints alongside other information to determine which companies or regulated entities may warrant further review, investigation, or enforcement action. Submitting a complaint does not automatically trigger an investigation or result in a violation or penalty.

Online: complaint.fmcsa.dot.gov
By phone: 1-888-DOT-SAFT (1-888-368-7238), 8 a.m. to 8 p.m. Eastern Time, Monday through Friday.
Eligible complaints: www.fmcsa.dot.gov/complaint-center/eligible-complaints