DRUG & ALCOHOL CLEARINGHOUSE

U.S. Department of Transportation
Federal Motor Carrier Safety Administration

Where to Direct Complaints about the Drug and Alcohol Clearinghouse

DataQs and the National Consumer Complaint Database (NCCDB) are two systems that allow drivers, carriers, and industry representatives to register complaints pertaining to the Drug and Alcohol Clearinghouse process. Both a user's role and the type of complaint factor into whether or not they should access DataQs or NCCDB. View the table below to learn how to direct each type of user.

	COMPLAINT	SYSTEM
DRIVER	SAP did not report date of initial assessment by the close of the business day following the date the initial assessment was completed	NCCDB
DRIVER	SAP did not report driver's eligibility for RTD testing by the close of the business day following the determination the driver was eligible for RTD testing	NCCDB
DRIVER	SAP did not accept request in the Clearinghouse; SAP unable to record required information in the Clearinghouse	NCCDB
DRIVER	Employer did not receive limited consent from the driver before conducting a limited query in the Clearinghouse	NCCDB
DRIVER	Employer did not report negative RTD test result to the Clearinghouse	NCCDB
DRIVER	Employer did not report the completion of follow-up testing plan	NCCDB
EMPLOYER C/TPA	MRO did not report the drug and/or alcohol violation within 2 business days after making the determination or verification	NCCDB
EMPLOYER C/TPA	MRO did not report a change to the results report within 1 business day	NCCDB
DRIVER	Drivers can use DataQs only to challenge the accuracy of information in the Clearinghouse, including: ■ Accuracy of data in driver record ■ Actual knowledge of violation did not result in conviction ■ Actual knowledge of violation did not comply with reporting requirements ■ Refusal to test violation did not comply with reporting requirements	DataQs