

**IN THE MATTER OF**

A complaint made under s 73 & 74 of  
the Private Security Personnel and  
Private Investigators Act 2010

**AGAINST**

**YOUR CLEANING GROUP LIMITED**

**DECISION**

[1] In October 2023 I asked the Complaints Investigation and Prosecution Unit (CIPU) to investigate a complaint that cleaners at the Bush Inn Centre were carrying out security work without the required certificates of approvals (COAs).

[2] CIPU established that from 1 September Your Cleaning Group Limited (YCGL) had been contracted to provide both cleaning and security services for the Bush Inn Centre although it did not have a security licence. In addition, some of its workers were carrying out security work without the required COA. CIPU therefore found that YCGL had breached s 23 of the Act by carrying on business as a property guard without a licence.

[3] YCGL was granted a security licence in the classes of property guard and monitoring officer on 12 December 2023. Therefore, CIPU conclude that the appropriate outcome to the complaint is for educational information to be sent to YCGL advising them of their responsibilities under the Act including the requirement for all their workers who undertake security work to hold a COA.

[4] I agree with CIPU's recommendations. As the appropriate educational material has been sent to YCGL the complaint is now closed.

[5] YCGL is however advised that if they work outside the conditions of their licence or continue to engage staff to work in security who do not have the appropriate COAs disciplinary action will be taken against them. This could result in their licence being suspended or cancelled and a substantial fine being imposed.

**DATED** at Wellington this 7<sup>th</sup> day February of 2024

The block contains a handwritten signature in blue ink, which appears to read 'P A McConnell'. To the right of the signature is the official circular seal of the Private Security Personnel Licensing Authority. The seal features a central crest with a crown and two lions, surrounded by the text 'THE PRIVATE SECURITY PERSONNEL LICENSING AUTHORITY' in a circular border.

P A McConnell

**Private Security Personnel Licensing Authority**