



Make a Complaint about a Person or Organisation

Under the Private Security Personnel and Private Investigators Act 2010

1 What is this form used for?

Use this form to make a complaint against a person or organisation working in the private security industry. Complaints against:

- Licensed or certified people or businesses will be dealt with by the Licensing Authority.
- Unlicensed or uncertified people or businesses will be dealt with by the Complaints, Investigations and Prosecutions Unit.

For more information go to www.PSPLA.govt.nz

2 Completing this form

- Print clearly in CAPITALS.
- Use black or blue pen to complete this form.
- Answer every question on the form unless the instructions tell you otherwise.

3 Payment information

There is no fee for making a complaint.

4 Important information

All personal information provided to the PSPLA will be dealt with in accordance with the Privacy Act 1993.

5 What can you complain about?

Complaints about unlicensed people or companies or uncertified people

You can complain about a business or individual carrying out private security or private investigation work without the necessary licence or certificate.

You can also complain about businesses such as bars that are employing uncertified crowd controllers (eg, bouncer). These businesses don't necessarily have to be licensed, but they must employ certified people.

Generally you can tell if an employee may not be certified because he or she isn't wearing a current ID badge (check the expiry date), or the badge is not authentic.

Complaints about licensed people or companies or certified people

You can complain about licensed people or companies or certified people when they carry out private security or private investigation work.

The specific grounds for making a complaint about a company officer, licence holder or certificate holder are set out in Section 3 of this form.

6 How long will it take to hear the outcome of your complaint?

In normal circumstances it will take approximately 3 months to hear the outcome of your complaint, depending on the complexity of the case.

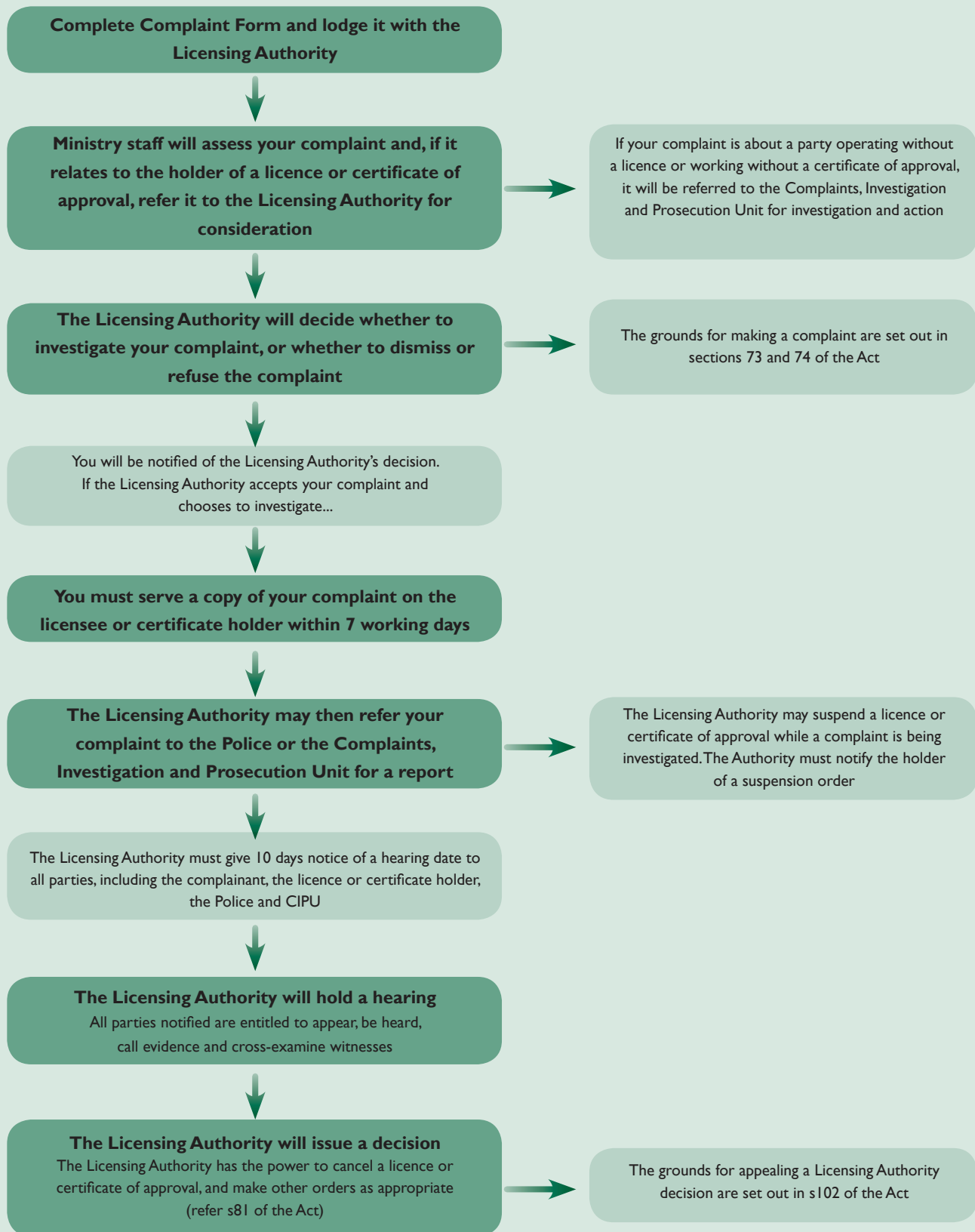
7 What happens after I make a complaint?

The Licensing Authority will assess your complaint against the legislative criteria and will decide whether to investigate, or whether to dismiss or refuse your complaint.

If the Licensing Authority accepts your complaint you must serve a copy of your complaint on the licensee or certificate holder within 7 working days.

The full process for complaints is detailed in Note 8 (overleaf).

8 Process for Complaints to the Private Security Personnel Licensing Authority



Section 1 – Your Details

What is your name?

First name(s)

Middle name(s)

Last name(s)

What are your contact details?

Daytime contact number ()

Other contact number ()

Mobile number

Fax number ()

Email address

What is the best address to send you information?

Street

Suburb

City / town

Postcode

State (if outside of NZ)

Country

Section 2 – Who are you making a complaint about?

Who are you complaining about?

- A company licence holder (please complete section 2 B)
- An individual licence holder (please complete section 2 A)
- A certificate holder (please complete section 2 A)
- An unlicensed or uncertified person/company (please complete section 2 A if a person or 2 B if a company)
- A business employing unlicensed or uncertified people (please complete section 2 B)
- Don't know (please complete section 2 A if a person or 2 B if a company)

If the person or company is licensed or certified

Enter the licence or certificate number

What colour was the badge?

If you don't know the licence or certificate number and you know the name of the person you can search the register of certificate and licence holders on www.PSPLA.govt.nz.

Section 2A

Complete this for an individual

First name(s)

Middle name(s)

Last name(s)

What city do they operate in?

City / town

Section 2B

Which company are you making a complaint about?

Company registered name

What is the address of the company you are making a complaint about?

Street

Suburb

City / town

Postcode

Section 3 – Complaint Details

Please tick the box for the specific grounds for making a complaint and provide more detail overleaf. The specific grounds for making a complaint are that a company officer or a licence holder or certificate holder:

- works without the necessary licence or certificate in the appropriate class of work
- has one or more grounds of disqualification applying to them (section 62 or section 63).
- has breached a condition of their licence or certificate
- has used a dog in way that leads to a conviction of an offence against the Dog Control Act 1996
- has been convicted of an offence against this Act or regulations made under the Act.
- has been guilty of misconduct or gross negligence.
- has been convicted of an offence outside New Zealand
- has an order imposed in relation to mental impairment
- is adjudged bankrupt
- made a false statement in their application for a licence or certificate.
- fails to present their licence or certificate of approval if requested by an authorised person
- fails to provide the name and address of their employer
- fails to wear an identification (ID) badge in a visible place whilst working
- fails to keep records required under the Act
- fails to provide updated information
- fails to abide by the code of conduct for private investigators
- has contravened any other provision of the Act.

