

Make a Complaint about a Person or Organisation

PRIVATE SECURITY PERSONNEL LICENSING AUTHORITY



When to use this form

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.

Completing this form

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

Payment information

There is no filing fee with this application.

Application process

In normal circumstances the PSPLA will advise you within 5 working days of receipt of your complaint whether your complaint has been accepted and, if so, how it will proceed.

What you can complain about

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 Step 3 of this form.

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.

Step 1. Personal details

Full name First Middle Surname

What is the best address to send you information?

Address No. Street Suburb
 City State (if outside NZ)
 Country Post code

Phone Day Mobile

Email

Step 2. Licence applicant details

Who do you want to make a complaint about? (Please tick which ones apply to the complaint)

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

- 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

Please provide more details on the complaint. If your complaint relates to an incident, include when it happened, what happened, and whether there were any witnesses

If you need extra space, please attach a separate sheet to this application

Step 4. Sign and date

Name

Signature

Date

Step 5. Do a quick check

- You have answered every relevant question in this form truthfully and correctly
- You have signed and dated this form

Step 6. Send in this form

You can fill in this form and email it to PSPLA@Justice.govt.nz

Or you can fill in this form and post it to:

Private Security Personnel Licensing Authority
SX 10042
Wellington
New Zealand

Address: Level 1, 86 Customhouse Quay, Wellington 6011
Phone: 04 477 752