

# Backgrounder Document d'information



Ministry of Community Safety  
and Correctional Services

Ministère de la Sécurité communautaire  
et des Services correctionnels

## PRIVATE SECURITY AND INVESTIGATIVE SERVICES ACT, 2005

### Public Complaints

Should a member of the public have a complaint about the conduct of a security guard, private investigator or a licensed security business, they may file a formal complaint with the registrar of the Private Security and Investigative Services Branch.

All complaints filed with the registrar must be in writing, signed by the complainant and filed within 90 days of the incident/occurrence. The registrar is responsible for investigating all complaints that have merit and are made in good faith.

For more information, contact:

The Private Security and Investigative Services Branch  
777 Bay Street, 3<sup>rd</sup> Floor  
Toronto Ontario  
M5G 2C8

telephone (Toronto area): 416-212-1650  
toll free: 1-866-767-7454  
fax: 416-326-0034

[www.ontario.ca/private-security](http://www.ontario.ca/private-security)

To view the act and/or its regulations in their entirety, visit:

[www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca).