

# Complaints about a Private Investigator or Security Guard Service

## Overview

If you have concerns about the conduct of a security guard, or investigator in Saskatchewan, you can file a complaint against the person or business.

## To make complaint about a person:

### Step 1. Write a letter explaining:

- why you are making the complaint;
- the details of incident, including the date and time; and
- your contact information.

**For questions and concerns, contact the Private Investigators and Security Guards program at 306-787-5496 or [pisg@gov.sk.ca](mailto:pisg@gov.sk.ca).**

### Step 2. Send the letter

1. Send your letter to the employer of the person you are complaining about.
2. After you send your complaint, the employer may respond to try to resolve the issue through an informal resolution between you and the other person.
3. If your complaint is not resolved, you can submit a complaint about the individual to the Private Investigators and Security Guards (PISG) program.

### Step 1. Write a letter

Prepare a letter that explains why you disagree with the employer's decision.

### Step 2. Send the letter

Send your letter by mail or email to:

Private Investigators and Security Guards Program  
Provincial Protective Services  
Ministry of Community Safety  
200-515 Henderson Drive  
Regina SK, Canada S4N 5X1

Email: [pisg@gov.sk.ca](mailto:pisg@gov.sk.ca)

## To make a complaint against a business:

### Step 1. Write a letter explaining:

- why you are making the complaint;
- the details of incident, including the date and time; and
- your contact information.

### Step 2. Send the letter

Send your letter by mail or email:

Private Investigators and Security Guards Program  
Provincial Protective Services  
Ministry of Community Safety  
200-515 Henderson Drive  
Regina SK, Canada S4N 5X1

Email: [pisg@gov.sk.ca](mailto:pisg@gov.sk.ca)

## After your complaint is submitted:

PISG will respond to your complaint and acknowledge receipt.

We may attempt to resolve your complaint through:

- an informal resolution between you and the business or individual; or
- a formal investigation, if deemed necessary.

If PISG conducts a formal investigation, you will be notified in writing of the results.

Your complaint may also be referred to an appropriate agency, such as:

- the Saskatchewan Human Rights Commission;
- Ombudsman Saskatchewan; or
- other ministry or community partner.