

If you believe that the actions of a person or an enterprise violate the *Private Security Act* (RLRQ, c. S-3.5) (the "PSA") or any of its regulations, we invite you to lodge a complaint to the Department of Investigations and Inspections.

In order to do so, you may:

- Complete and submit the complaint form online at www.bspquebec.ca; or
- Print, complete with ink in neat and legible block letters, and sign this form, and send it to the Department of Investigations and Inspections by mail, e-mail or fax at:

Department of Investigations and Inspections
Bureau de la sécurité privée
1611 Crémazie Boulevard East, Suite 500,
Montréal, Québec H2M 2P2.

E-mail: plaintes@bspquebec.ca

Fax: 514-748-0002

Should you have any question, please contact our Department of Investigations and Inspections at plaintes@bspquebec.ca or at 514 748-7480, ext. 1272.

Access to information and protection of personal information

The personal information collected on this form is used for the purpose of preventing, detecting or repressing violations of the *Private Security Act* and its regulations. They are voluntarily transmitted and are intended to bring to the attention of the Bureau de la sécurité privée facts that could lead to an investigation or inspection under the powers conferred upon it.

The Bureau treats personal information that it collects confidentially, in accordance with the provisions of applicable legislation. This information may be disclosed to other persons or organizations only when permitted by law, including the *Act respecting Access to documents held by public bodies and the protection of personal information*, or with your consent, or by order of a court.

However, please note that following an investigation or inspection, a penal or disciplinary process may be initiated against any person who is the subject of your complaint. In this context, the information you provide in your complaint could be released to any person subject of your complaint and could be used in such proceedings.

Information preceded by a star (*) is essential, otherwise your complaint may be deemed inadmissible because of insufficient information for its analysis.

SECTION A: PLAINTIFF IDENTIFICATION

Although your personal information is optional, without that information, it is possible that we may not be able to process your complaint, being unable to obtain additional essential information from you. In addition, we will not be able to inform you of the process of your complaint, if applicable.

Surname				First name			
Civic number		Street				Apt.	
City				Province		Postal code	
Phone number			Other phone number			Ext.	
E-mail address							

SECTION B: NATURE OF THE COMPLAINT *

- Agent without licence (116 LSP) Breach of standards of conduct (agent only)
 Agency without licence (114 LSP) Employer employing an unlicensed agent (117 LSP)
 Other, specify: _____

SECTION C: ESSENTIAL INFORMATION ON THE EVENT

First name and surname of the person* / Name of the enterprise *				Agent/Agency BSP licence No. (if applicable)			
Event date* (YYYYMMDD)		Place* (address or name of the place)					
Time		City*					

SECTION D: CRIMINAL COMPLAINT

Have you complained to the police about this event? * No Yes, specify below :

Police Department				Police Station No.			
Complaint's date (YYYYMMDD)		Police Event No.					

SECTION E: DOCUMENTS FILE WITH THE COMPLAINT

Are there any documents attached to this complaint?* No Yes, specify below : (list of items provided)
