



COMPLAINTS MANAGEMENT PROCESS

1. INTRODUCTION

1.1. STATUTORY MANDATE

PSiRA's statutory mandate is derived from the Private Security Industry Regulation Act 56 of 2001. The primary objective of the Authority is to regulate the private security industry and to exercise effective control over the practice of the occupation of security service providers in the public and national interests and in the interest of the private security industry itself.

In respect of the Functions of the Authority, as prescribed in section 4(r) of the Act, PSiRA shall receive, process, refer or deal with complaints regarding the quality of service rendered by security service providers.

In order to fulfil its mandate, the Authority applies the private security industry's Code of Conduct which is enshrined in the PSiR Act.

The purpose of this Code of Conduct is to provide binding rules that all security service providers and employers of in-house security officers must obey.

1.2. DEFINITIONS

i. 'Complaint'-

- (a) Any dissatisfaction matter reported to PSiRA
- (b) a complaint relating to the quality of service rendered by a private security service provider
- (c) any Code of Conduct related matter reported to or referred to the Authority

ii. 'Complainant'-

- (a) any person who lodges a complaint with the Authority; and
- (b) a person affected by any act or omission of a private security service provider that is under investigation by the Authority.

iii. 'Security Equipment'

- (a) an alarm system;
- (b) a safe, vault or secured container;

- (c) a satellite tracking device, closed circuit television or other electronic monitoring device or surveillance equipment;
- (d) a device used for intrusion detection, access control, bomb detection, fire detection, metal detection, x-ray inspection or for securing telephone communications;
- (e) a specialised device used to open, close or engage locking mechanisms; or
- (f) a specialised device used to reproduce or duplicate keys or other objects which are used to unlock, close or engage locking mechanisms.

iv. 'Security Service' means one or more of the following services or activities:

- (a) protecting or safeguarding a person or property in any manner;
- (b) giving advice on the protection or safeguarding of a person or property, on any other type of security service as defined in this section, or on the use of security equipment;
- (c) providing a reactive or response service in connection with the safeguarding of a person or property in any manner;
- (d) providing a service aimed at ensuring order and safety on the premises used for sporting, recreational, entertainment or similar purposes;
- (e) manufacturing, importing, distributing or advertising of monitoring devices
- (f) performing the functions of a private investigator;
- (g) providing security training or instruction to a security service provider or prospective security service provider;
- (h) installing, servicing or repairing security equipment;
- (i) monitoring signals or transmissions from electronic security equipment;
- (j) performing the functions of a locksmith;
- (k) making a person or the services of a person available, whether directly or indirectly, for the rendering of any service referred to in paragraphs (a) to (j) and (l), to another person;
- (l) managing, controlling or supervising the rendering of any of the services referred to in paragraphs (a) to (j);
- (m) creating the impression, in any manner, that one or more of the services in paragraphs (a) to (l) are rendered;

v. **'Security Service Provider'** means a person who renders a security service to another for a remuneration, reward, fee or benefit and includes such a person who is not registered as required in terms of the PSiR Act.

2. HOW TO LAY A COMPLAINT WITH PSiRA

- a) Walk-in at any PSiRA office closest to you. Addresses on www.psiira.co.za or PSiRA App
- b) Send a written complaint to Complaints@psiira.co.za or Info@psiira.co.za
- c) Telephone complaints: 086 133 3850 or WhatsApp 082 803 4329
- d) Fax-to-e-mail: 086 246 7750
- e) Independent Fraud/Ethics Hotline (*whistle blow*): 0800 22 09 18
- f) Roadshows

3. FREQUENTLY ASKED QUESTIONS

For quick answers on Frequently Asked Questions PSiRA, please click on link:

<https://www.psiira.co.za/psiira/index.php/component/fsf/?view=faq&catid=1>

4. CLASSIFICATION OF COMMON COMPLAINTS PROCESSED BY PSiRA (INCLUDING COMPLAINTS REFERRED TO ALLIED ENTITIES)

N.B. PSiRA **DOES NOT** have restitution powers to instruct an Employer to repay any monies indebted to a Security Officer, only the Department of Labour has such authority.

4.1. Contact details:

PSiRA:

086 133 3850

WhatsApp: 082 803 4329

Complaints@psiira.co.za

Department of Labour:

CCMA

086 116 1616

SMS: 072 595

Info@ccma.org.za

Private Security Sector Provident Fund (PSSPF)

086 117 7775

SMS: 082 063 0245

Info@psspfund.co.za

4.2. Types of complaints and relevant bodies to lodge complaints with:

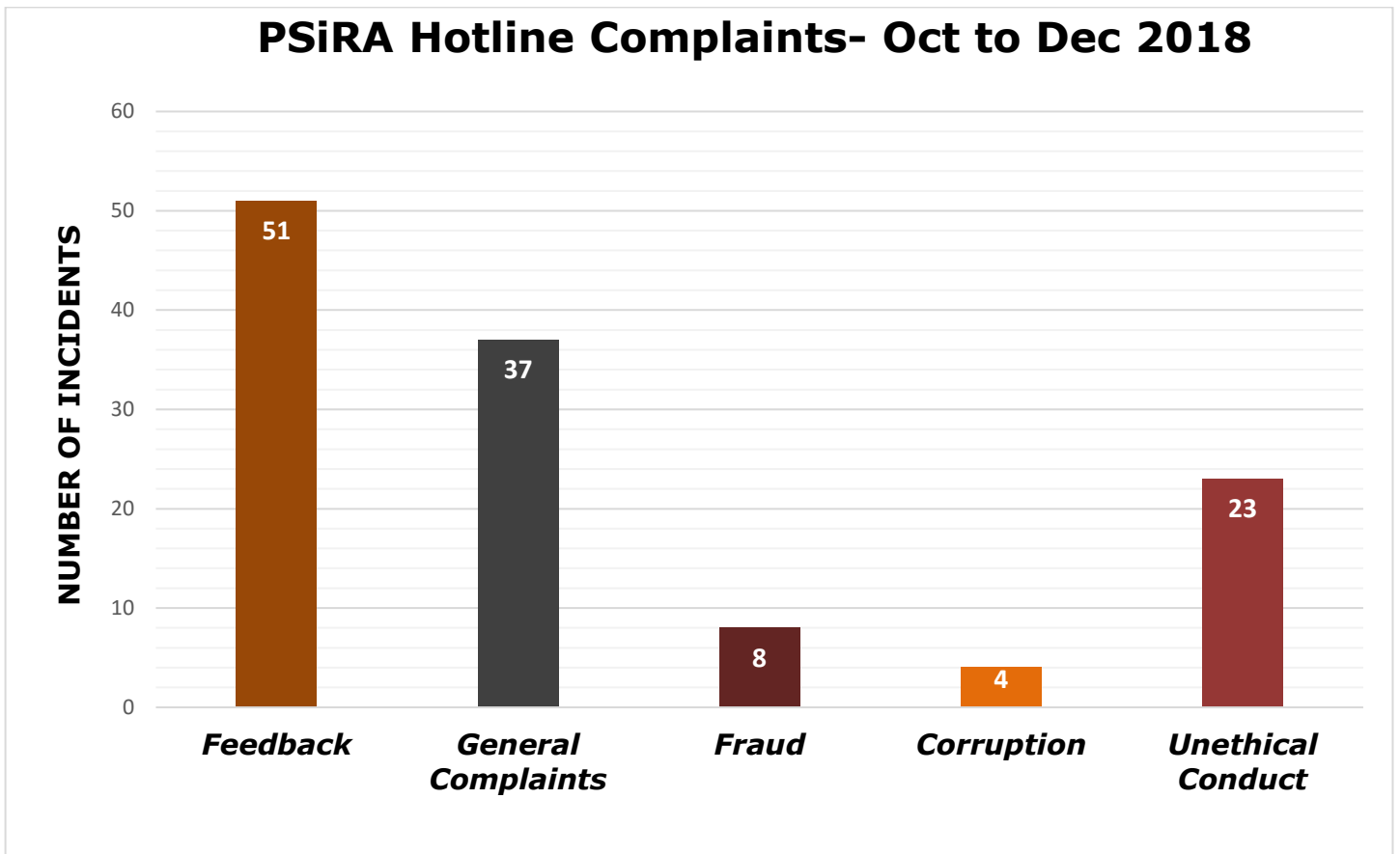
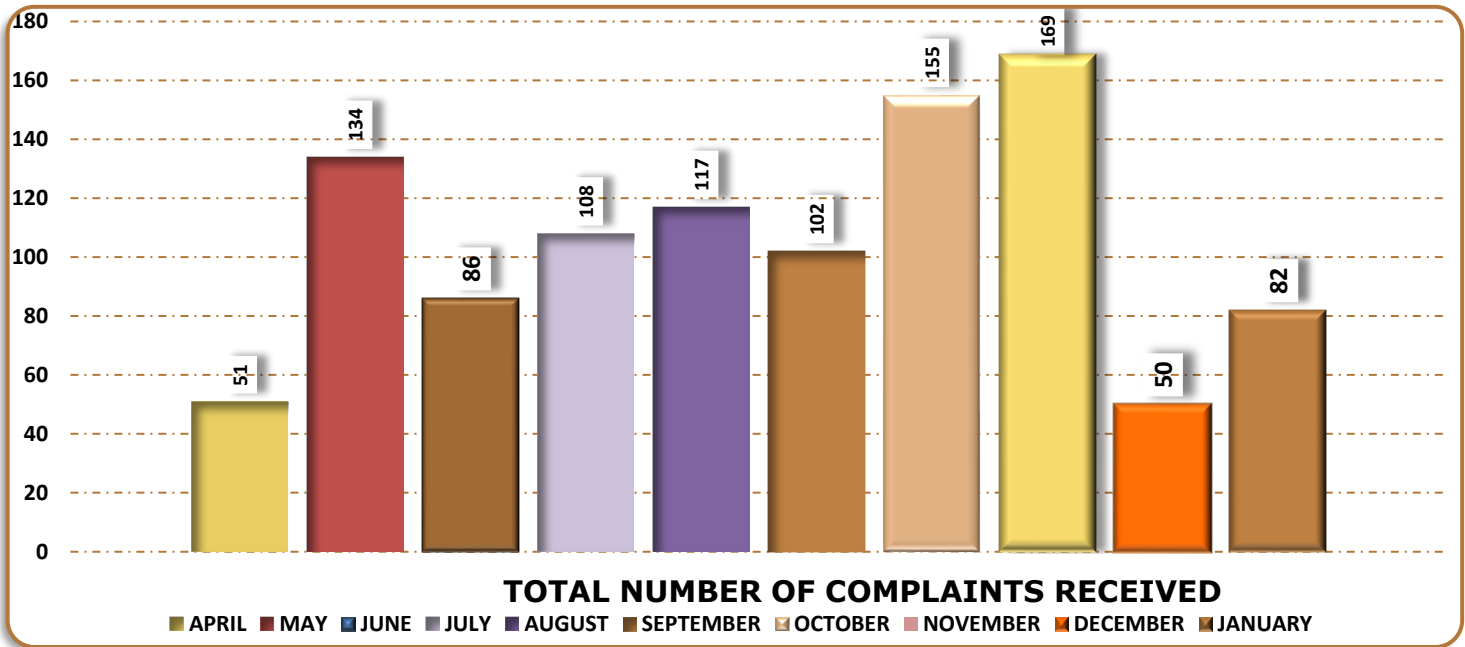
IMPROPER CONDUCT		PSIRA	Criminal Case with SAPS	Dept of Labour	Public Protector Consumer Commission PSSPF
CHANGE OF INFORMATION	Intakes and dismissals of employees	X			
DOGS	Providing security dogs and/or handlers whilst not accredited	X			
FIREARMS	Failure to provide employees with firearms and/or allowing and / or permitting a security officer to obtain or provide a firearm for the purpose of rendering security services	X	X		
	Unlawfully providing employees with firearms not licenced by the Respondent	X	X		
	Allowed and/or permitted security officers to possess firearms unlawfully	X	X		
	Discharge a firearm in public	X	X		
FEES	Failure to deduct annual fees from remuneration of security officers	X			
	Failure to pay over annual fees in respect of the business	X			
	Failure to pay over annual fees deducted from security officer's wages	X			
RECORDS NOT CONFORMING	Payslip not conforming			X	
	False ID of Security Officers	X			
	No contracts with clients (employees)	X			
	No register of clients for contractors		X		
	No personnel files	X			
	No pays lips issued to security officers			X	
	No posting sheets	X			
	No records (salary advices)			X	
	No remuneration records			X	
No wage register / payroll			X		

IMPROPER CONDUCT		PSIRA	Criminal Case with SAPS	Dept of Labour	Public Protector Consumer Commission PSSPF
REGISTRATION	Business not registered	X			
	Rendering security services whilst registration is suspended	X			
	Director / member / owner / trustee / partner not registered	X			
	Manager not registered	X			
	Deploying unregistered security officers	X			
TRAINING REQUIREMENTS	Director / member / owner / trustee / partner not in possession of grade "B"	X			
	Manager not in possession of grade "B"	X			
	Deploying security officers not in possession of applicable Regulation 8 training	X			
TRAINING SERVICES	Exceeding classroom capacity	X			
	Unlawfully combining students of different grades in one classroom	X			
	Failure to comply with minimum training standards	X			
	Failure to have necessary facilities, equipment and aids for training	X			
	Failure to keep course records	X			
	Failure to submit course reports to the Authority	X			
	Training institution not accredited	X			
	Offering training at premises not accredited	X			
	Offering training course for which institution is not accredited	X			
	Instructor not accredited	X			
	Instructor not registered or accredited	X			
Instruction registration withdrawn	X				
UNIFORMS	Failure to ensure uniforms conform to Regulation 13(3)	X			
	Not carrying I.D. card (individual)	X			
WAGES (PAYMENT)	Failure to pay prescribed minimum wages	X		X	
	Failure to pay prescribed remuneration (i.e. basic monthly salary)			X	
	Failure to pay legislated cleaning allowance			X	
	Failure to pay legislated nightshift allowance			X	

IMPROPER CONDUCT		PSIRA	Criminal Case with SAPS	Dept of Labour	Public Protector Consumer Commission PSSPF	
	Failure to pay legislated overtime pay			X		
	Failure to pay legislated rate for work on Sundays			X		
	Failure to pay legislated rate for work on public holidays			X		
	Failure to pay leave pay			X		
	Failure to pay annual bonuses			X		
	Failure to pay / register with Provident Fund			X		
	Failure to pay / register with U.I.F. / CO.I.D.			X		
WAGES (ILLEGAL DEDUCTIONS)	Additional annual fees	X				
	Bank costs / administrative costs				X	
	Fines imposed to security officers				X	
	Repayment of loans exceeding one third of remuneration				X	
	Equipment rental				X	
	Workmen's Compensation				X	
	Uniforms supplied to security officers				X	
PENSION FUND	Security Officers not registered with UIF or for Pension Fund				X	X
WORKING HOURS	Exceeding maximum normal hours of work				X	
	Exceeding maximum normal hours of work (based on averaging)				X	
	Exceeding maximum permissible overtime hours				X	
	Exceeding maximum permissible overtime hours (based on averaging)				X	
	Failure to grant security officers annual leave				X	
	No 36-hour rest period in every week of employment				X	
	No 60-hour rest period every two weeks of employment				X	
PRODUCTS AND SERVICES	Consumers/Members of the public unhappy with the services or products of a service provider					X
COMPLAINT AGAINST PSiRA EMPLOYEES	Suspected misconduct or alleged fraud by PSiRA Employee	Any member of the public can call an independent fraud hotline to report any suspected misconduct by a PSiRA employee on 0860 330 036				

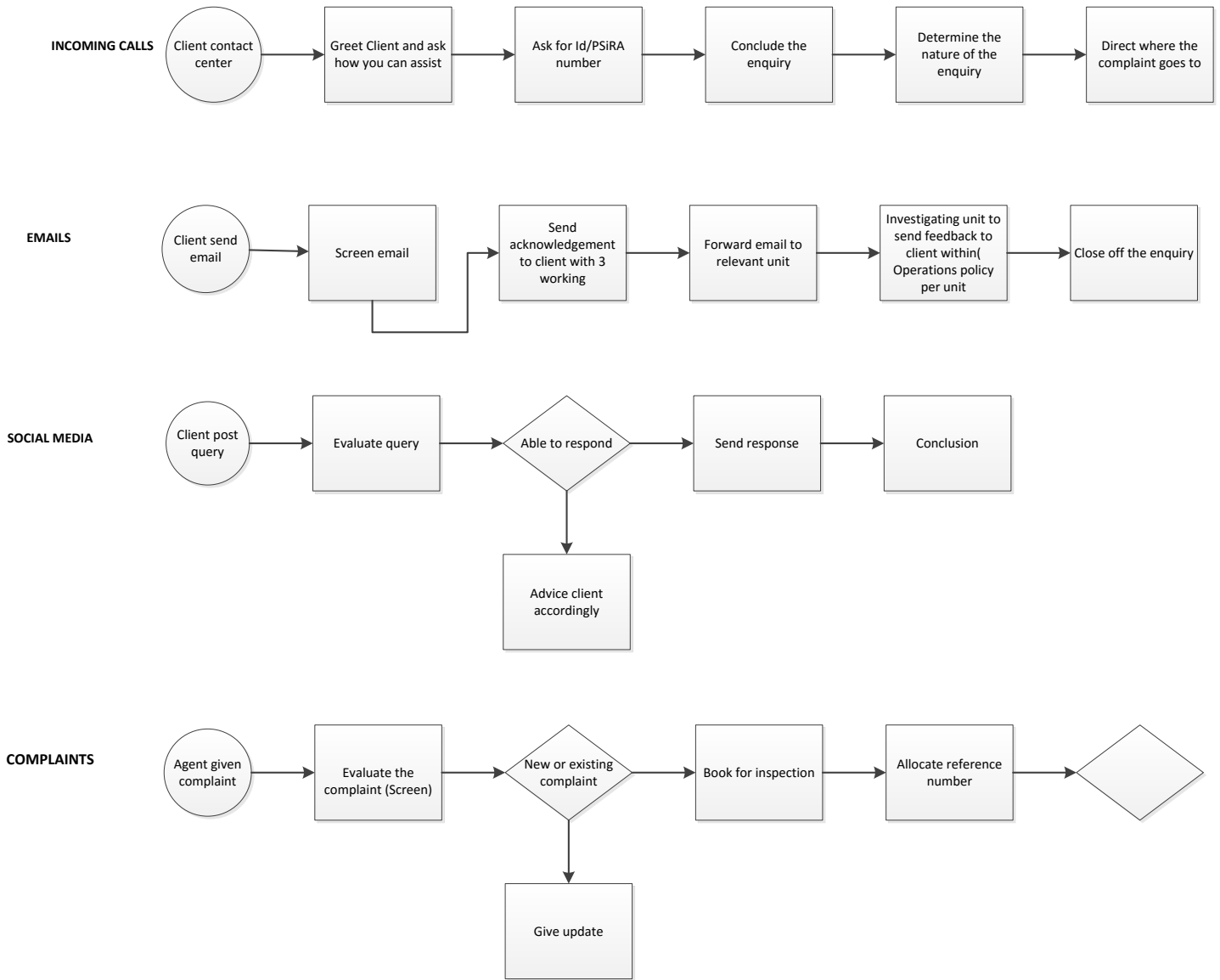
N.B. Depending on the matter under investigation, the standard period to finalise any complaint is 30 to 90 days, if the matter set down includes prosecution.

5. AVERAGE NUMBER OF COMPLAINTS RECEIVED PER MONTH



6. ANNEXURES

7.1 Annexure A: PSiRA Call Centre Process



7.2 Annexure B: Complaints Management Procedure

