



PSiRA
Private Security Industry Regulatory Authority

COMPLAINTS MANAGEMENT PROCESS

If you have complaints related to the following issues, please follow the easy steps here below:

- Non-payment of statutory wages
- Unregistered security businesses or security officers
- Unlawful use of firearms
- Non-Compliance with PSiRA regulations

CONTACT US

1



LET THE AUTHORITY RESOLVE YOUR COMPLAINT

2



FEEDBACK TO THE COMPLAINT

3



ENQUIRIES



- Call our call centre on 086 133 3850
- Write your detailed complaint to complaints@psira.co.za

- Allow PSiRA to try and resolve your complaint
- We will contact you within 3 working days after receiving your complaint
- We will try to resolve your complaint within a reasonable time

- The client will get a reference number and if the matter warrants an investigation, we will give the inspector's name
- Once client is happy with feedback, PSiRA will close the complaint

- info@psira.co.za
- WhatsApp
082 803 4329