

Private Security Personnel and Private Investigators

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Introduction

The Private Security Personnel and Private Investigators Act 2010 (PSPPI) requires private investigators, security technicians, confidential document destruction agents, security guards, security consultants, property guards, personal guards and crowd controllers to hold a licence (section [23](#)) and individuals employed in those roles to hold a Certificate of Approval (section [44](#)).

Vetting for the purposes of licensing private investigators, security technicians, confidential document destruction agents, security guards, security consultants, property guards, personal guards and crowd controllers is controlled by the PSPPI. The CSA does not apply when you vet under this Act because when hearing any objection the Licensing Authority is a Commission of Inquiry.

Applications under the PSPPI

Applications under the PSPPI (PSPPI) are forwarded by the applicant to the Private Security Personnel Licensing Authority at the Ministry of Justice, Wellington.

Note: Do not accept applications or copies of applications delivered by the applicant directly to Police.

The Licensing Authority will then send a copy to the Police Vetting Service at PNHQ, which will determine if any information relevant to the role is held against the applicant, and if so forward the file to the district for consideration as to an objection by Police. Any objection for the issuing of a licence must be made within 30 days, an objection for a Certificate of Approval in 7 days. If no objection is made the Licensing Authority will assume that none is to be made. Police do not have to advise the Licensing Authority of 'no objection'.

After local inquiries, the designated employee in District/Area submits a final report electronically to the Licensing Authority.

If ...	then ...
there is no objection to the issuing of the licence or certificate	no further action - file application case.
there is an objection	documentation supporting the objection must be forwarded to the Licensing Authority electronically.

A copy of the objection will be served on the applicant by the Licensing Authority.

Renewals of certificates or licences

All applications for renewal of certificates or licences must be lodged by the applicant with the Licensing Authority. These will be re-vetted by the PVS in the first instance.

If ...	then ...
there has been no additional information recorded on Police systems since the last certificate or licence was issued,	the Police Vetting Service will complete and release the vetting result back to the authority for their information.
there has been additional information recorded on Police systems since the certificate was last issued,	the application will be forwarded to district for further inquiry and consideration as to objection.

Note: The Licensing Authority may issue a temporary certificate approval. A licence holder may employ a person on the basis of emergency for up to two weeks without that person holding a Certificate of Approval, providing a certificate has been applied for.

Complaints and reports - Private Security Personnel Licensing Authority

Police may make a complaint to the Licensing Authority against a Licence or Certificate holder who contravenes the PSPPI Act or who demonstrates misconduct or gross negligence. The basis for the complaint must be documented in full. The most likely basis for complaint will be under the provisions of sections [23\(2\)](#) or [44\(2\)](#) of the PSPPI Act (operate without a licence or certificate of approval).

The Licensing Authority may:

- require Police to investigate a complaint, or to report on a matter
- refer a complaint to the Complaints, Investigation and Prosecution Unit (CIPU) based within the Department of Internal Affairs (Police will cooperate with the CIPU).

If the complaint relates to uncertified crowd controllers (security staff) in licensed premises, use a Crowd Controller Police Complaint Form (below) to report the complaint. In all other cases, use the [form for making a complaint](#) located on the PSPLA website.

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 [Crowd_Controller_Police_Complaint_Form.doc](#)

217.5 KB

See '[Power to inspect](#)' in the 'Licensed premises' compliance checks' chapter for information about responding to crowd controller related offences in licensed premises.