Module 2

Complaints and Investigations

 Public Complaints: Members of the public may file a public complaint against any licensed individual or licensed company if they feel that a violation of the PSISA or its regulations has been committed.

Public complaints can lead to facilitation. As well, the PSISB may investigate the matter and as a result, charges may be laid against the licensee, a warning may be issued, or the licence may be revoked.

