

## WHAT IS THE COMPLAINT RESOLUTION UNIT?

Over the last 25 years, the Complaint Resolution Program has resolved thousands of complaints regarding various industries regulated by the Department of Consumer Affairs (DCA). The Bureau of Security and Investigative Services (BSIS) has its own Complaint Resolution Unit that works to resolve consumer complaints that have been filed against the following industries: alarm companies, locksmiths, private investigators, repossessioners, training facilities, private security companies, and security guards. Complaints are assigned to a representative who will assist in resolving the complaint.

## TYPES OF DISPUTES

- Refunds/rework/adjustments
- Failure to render services
- Contract disputes
- Predatory practices
- Bait and switch

## TYPES OF DISPUTES NOT RESOLVED

- Failure to pay wages
- Wrongful termination

## REFERRAL SERVICES

We can help even if your complaint is not related to the kind of disputes we resolve. The DCA Consumer Information Center provides information and referrals for all consumer issues.

Visit our website at [www.dca.ca.gov](http://www.dca.ca.gov) for assistance.



STATE OF CALIFORNIA  
**dca**  
DEPARTMENT OF CONSUMER AFFAIRS

**BUREAU OF SECURITY AND INVESTIGATIVE SERVICES**  
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## COMPLAINT RESOLUTION

Bridging the Gap  
to Mutually Acceptable  
Dispute Resolution



## HOW DOES THE RESOLUTION PROCESS WORK?

- The consumer submits a complaint to the Bureau by phone, mail, or online at [www.bsis.ca.gov](http://www.bsis.ca.gov).
- Complaint Resolution staff review the complaint to determine whether it falls within BSIS jurisdiction. If it is determined the complaint falls within BSIS jurisdiction, a trained representative is assigned to the complaint.
- The representative communicates with both the consumer and the business by phone or mail to gather additional information and facts.
- The representative assists the disputing parties and explores settlement options with the goal of reaching a resolution that is mutually satisfactory.
- If the dispute is not settled, the representative advises the consumer of their right to file a civil or small claims court action.
- If a complaint involves alleged violations of the Business and Professions Code, staff will prepare the evidence provided and refer the case to Bureau of Enforcement.



## WHAT IS A COMPLAINT RESOLUTION REPRESENTATIVE?

- A BSIS representative is a neutral, objective third party responsible for helping resolve consumer complaints that have been filed against alarm companies, locksmiths, private investigators, repossessioners, training facilities, private security companies, and security guards.
- Representatives assist the consumers and the business or licensee in reaching a mutually acceptable resolution. Representatives can propose terms to settle disputes; however, they cannot dictate the settlement terms.



## WHAT DOES A REPRESENTATIVE DO?

- Listens to both sides.
- Remains impartial.
- Reviews and collects all pertinent complaint documentation.
- Assists the parties in reaching a mutually acceptable resolution.



## BENEFITS OF COMPLAINT RESOLUTION

- Resolution services are free.
- Reduces the need for costly intervention by the courts.
- Allows for a greater number of possible solutions.
- Offers timely complaint processing.
- Provides less stressful complaint resolution experiences.
- Fosters communication and enhances the future relationship of the parties by clarifying issues, interests, and needs.
- Enables a convenient and efficient process.
- Enables BSIS to identify trends among licensees, monitor potential deceptive practices, and take enforcement action when needed.

