

Private Security Bureau Consumer Information / Complaints

Process for Filing Complaints Against Companies or Individuals

In the event that you become aware of a potential criminal or administrative violation of Chapter 1702, Occupations Code by a licensed or unlicensed company or individual in the private security industry, you may submit a written complaint to the Private Security Bureau. You may submit your complaint in any of the following ways:

By mail – PO Box 4087, Austin, TX 78773

By telephone – 512-424-7710 By facsimile – 512-424-7729

By e-mail –

For general complaints send email to: Private_Security_Bureau@txdps.state.tx.us

For complaints in the Dallas Metro area send email to:
PSB_DallasComplaint@txdps.state.tx.us

For complaints in the Houston Metro area send email to:
PSB_HoustonComplaint@txdps.state.tx.us

For complaints in the San Antonio area send email to:
PSB_SAComplaint@txdps.state.tx.us

Please include as much information as possible about the company or individual against whom you are complaining, including name, location, license or registration number if applicable, and a detailed account of the alleged violation. Include your own contact information in your correspondence so that we may contact you if we need additional information. You may use form PSB-22 for this purpose <http://www.txdps.state.tx.us/psb/forms/forms/PSB-22-ComplaintForm.pdf> When the Private Security Bureau receives your complaint, it will be forwarded to one of our commissioned field investigators for investigation. The assigned investigator may contact you during the course of the investigation. Please be aware that we will not be able to provide you information regarding a pending investigation.

Process for Filing a Complaint Regarding a Private Security Bureau Employee

While we expect all of our employees to provide professional, courteous service in their interactions with the public, we are aware that occasionally misunderstandings may occur. We encourage you to report any unfavorable experience with a Private Security Bureau employee so that we may address the issue. You may submit your complaint in any of the following ways:

By mail – PO Box 4087, Austin, TX 78773

By telephone – 512-424-7710 By facsimile – 512-424-7729

By e-mail –

For employee complaints send email to: Private_Security_Bureau@txdps.state.tx.us

Please include as much information as possible regarding your experience, including the employee's name, the time and date of the incident, and a detailed account of the incident. When the Private Security Bureau receives your complaint, we will address it promptly.