



ARIZONA DEPARTMENT OF PUBLIC SAFETY
SMALL BUSINESS BILL OF RIGHTS

Physical Address

Arizona Department of Public Safety
Public Services Center
2222 West Encanto Boulevard
Phoenix, Arizona 85009

Mailing Address

Arizona Department of Public Safety
Licensing Unit
P.O. Box 6328, MD 3140
Phoenix, AZ 85005-6328

Phone: (602) 223-2361

Email: licensingcomplaints@azdps.gov

The Arizona Department of Public Safety has been given the authority pursuant to Arizona Revised Statute Title 32, Chapters 24 and 26 to license, register and regulate the security guard and private investigator industry.

Pursuant to A.R.S. § 32-2456 and 32-2639, the licensee shall maintain these records for five years at the licensee's principal place of business or at another location for a person whose license has been terminated, canceled or revoked. At the Department's request, the licensee shall make the records available immediately to the Department during normal business hours or at another time acceptable to the parties, unless the Department grants an extension. The licensee shall provide copies of any records requested by the Department.

Pursuant to A.A.C. R13-2-403 and R13-6-403, each licensee shall maintain, at the licensee's principal place of business, a file or record of the name, physical address, title, employment date, and date of termination of each partner, director, business associate, officer, manager, member, and employee for at least five years from the date of termination. The licensee shall make these files and records available for inspection by any peace officer, licensing personnel of the Department's licensing section, or other designated representative of the Department. The licensee shall submit copies of these records and any information pertaining to the records to the Department's licensing section upon request of the Department.

Pursuant to A.R.S. § 41-1009, an agency inspector, auditor, or regulator who enters any premises of a regulated person for the purpose of conducting an inspection or audit shall:

1. Present photo identification on entry of the premises.
2. On initiation of the inspection or audit, state the purpose of the inspection or audit and the legal authority for conducting the inspection or audit.
3. Afford an opportunity to have an authorized on-site representative of the regulated person accompany the agency inspector, auditor or regulator on the premises, except during confidential interviews.
4. Provide notice of the right to have on request:
 - a. Copies of any original documents taken by the agency during the inspection or audit if the agency is permitted by law to take original documents.
 - b. Copies of any documents to be relied on to determine compliance with licensure or regulatory requirements if the agency is otherwise permitted by law to do so.
5. Inform each person whose conversation with the agency inspector, auditor, or regulator during the inspection or audit is tape recorded that the conversation is being tape recorded.
6. Inform each person interviewed during the inspection or audit that statements made by the person may be included in the inspection or audit report.
7. Inspector, auditor, or regulator shall provide the regulated person or the authorized on-site representative with a copy of the inspection/audit report within thirty days from the inspection/audit date. The report will contain any deficiencies that were identified during the inspection/audit.

You have the right to appeal a final decision of the Department of Public Safety if any disciplinary or other enforcement action is taken by the agency based on the results of this inspection/audit. Administrative hearing rights are found in A.R.S. § 41-1092 et seq., and rights relating to appeal of a final agency decision are found in A.R.S. § 12-901 et seq.

If you have questions regarding an AZDPS Licensing Unit inspection/audit or your right to appeal an enforcement action taken by the agency based on the results of this inspection/audit, you may contact the Licensing Unit at (602) 223-2728.

If you have any issue that cannot be resolved with the Department, you may contact the:

Office of Ombudsman-Citizen's Aide
2020 N. Central Ave., Suite 570
Phoenix, Arizona 85004
(602) 277-7292