

**Kentucky Board of Licensure for Private Investigators
PO Box 1360
Frankfort KY 40602**

Filing a Complaint

What are your rights?

You have a right to expect a professional standard of service and conduct from a licensed private investigator. If you believe any employee of a private investigating company or private investigator has violated Kentucky statutes or regulations, you may send a written complaint to the Kentucky Board of Licensure for Private Investigators. As the body responsible for regulating the private investigating profession and protecting the public in matters related to private investigation, the Board will review your complaint and take appropriate action.

How does the complaint process work?

Complaints that have been received in writing at the board office will be acknowledged immediately by letter. The complaint will then be reviewed by the Complaint Review Committee appointed by the Board at its next meeting. If no law appears to have been broken, you will receive notification from the board. If the board believes a law may have been broken, an investigation will take place. If the board files formal charges against a private investigator or private investigating company as a result of the investigation, an administrative hearing may be held. This formal hearing involves lawyers, a court reporter, a hearing officer and witnesses. If the board finds that the private investigator or company has not met the prescribed standard of care and conduct, it has the authority to impose penalties ranging from suspension or loss of a certificate or license to a reprimand. A penalty may be reached by agreement between the board and the private investigator or company.

What might I expect from filing a complaint?

The complaint process is a detailed and careful one, and you should expect some delay. In every case the private investigator or company will be informed that a complaint has been filed, the name of the complainant, and the disposition of the complaint. Not every complaint results in disciplinary action by the board if the private investigator or company has not violated the laws governing private investigating in the Commonwealth of Kentucky. If charges are filed, a hearing may be held similar to a court trial, and it is open to the public. You may be subpoenaed as a witness to provide testimony regarding the case. In this event the Assistant Attorney General assigned to the board will assist you in preparing for the hearing. If the board orders a specific sanction, the private investigator or company has the right to appeal, and a final decision may be delayed in the courts. While you may have an opinion regarding the process and outcome of processing your complaint, please remember that the decisions to dismiss or settle a case or propose disciplinary measures are solely the decision of the board and may be subject to review by the courts.

If the board files formal charges or takes formal action against a private investigator or company, most portions of the investigative file will become a "public record" which can be viewed by any individual who requests to do so. The record may include your written complaint, transcripts, or reports of interviews, letters, and other reports. All testimony and evidence admitted in a formal hearing have the status of public record as well. *Records obtained in the process of investigation usually can be protected from disclosure as public records.*

Throughout the various stages of the complaint process, you will be kept informed. You will also be advised of the final outcome.

How do I make a complaint?

You should complete the complaint form that accompanies this information sheet. Make sure you give all pertinent information. Please sign the complaint form so that the board may look further into your concerns. If your complaint refers to treatment of a specific private investigator or company, the individual must sign the "Authorization for Release of All Pertinent Client Records" form as well. Complaints and release forms should be mailed to:

**Kentucky Board of Licensure for Private Investigators
PO Box 1360
Frankfort KY 40602**

**Phone: (502) 892-4257
Fax: (502) 564-4818**

DATE RECEIVED: _____

COMPLAINT NO.: _____

**KENTUCKY BOARD OF LICENSURE FOR PRIVATE INVESTIGATORS
Complaint Form**

Person Filing Complaint

Name: _____

Address: _____ City: _____ State: _____ Zip Code _____

Day Telephone: (____) _____ Evening Telephone: (____) _____

Private Investigating Company Information

Name: _____

Address: _____ City: _____ State: _____ Zip Code _____

Telephone: (____) _____ Chief School Administrator: _____

Name of Private Investigator/Employee Involved

(if applicable)

Name: _____

Address: _____ City: _____ State: _____ Zip Code _____

Day Telephone: (____) _____ Evening Telephone: (____) _____

Name and phone number of persons who may provide additional information

1. Name _____ Telephone: (____) _____ Type of Information _____

2. Name _____ Telephone: (____) _____ Type of Information _____

3. Name _____ Telephone: (____) _____ Type of Information _____

4. Name _____ Telephone: (____) _____ Type of Information _____

Brief Summary of Complaint

(Please be as specific as possible regarding names, dates locations, and actions which you believe to be improper, unethical or unprofessional.)

**Authorization for Release of All Pertinent Client
Records to the Kentucky Board of Licensure for
Private Investigators**

I, _____, the undersigned, do hereby authorize the full
(print name here)

release of any and all client records reports from _____, licensed private investigator or private investigating company, regarding the nature of my relationship with the investigator or company to the Kentucky Board of Licensure for Private Investigators or any authorized agent or investigator of the Board.

I understand that the above records may be used by the Board in the investigation and possible disciplinary prosecution under KRS Chapter 329A against the private investigator or private investigating company. I further understand that the Board will make reasonable efforts to protect the confidentiality of my records under KRS Chapter 61 and KRS Chapter 13B, or other applicable law.

A photocopy of this authorization shall be deemed effective as an original.

This authorization shall be effective for one year from the date of signing.

Date

Signature of person filing complaint or legal guardian
if person is under 18 years of age

Signed and sworn before me on this _____ day of _____, 20____.

Signature of Notary Public

My commission expires: _____

Seal: