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What If My PPO Employer Is Violating the Rules?

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Security officers who suspect their private patrol operator employer is skipping guard-card registration, not paying for required training, running unlicensed posts, or directing them beyond their legal authority can document the issue and raise it with BSIS, the Labor Commissioner, or the Department of Consumer Affairs.

Common red flags

California generally requires guard-card registration before assignment, employer payment for required training time, and a valid PPO license for the company operating the post.

Officers directed to perform duties outside the scope of a guard's legal authority, such as unauthorized detentions or acting as armed personnel without proper permits, should treat that as a serious concern.

Wage issues, including unpaid training or unpaid on-duty time, generally fall under the jurisdiction of the California Labor Commissioner's Office.

Where to raise each issue

Issue	Likely agency	What to gather first
Guard card not registered before work began	BSIS	Assignment dates, pay stubs, communications
Unpaid required training hours	California Labor Commissioner	Training schedule, sign-in sheets, pay records
Company operating without a valid PPO license	BSIS / Department of Consumer Affairs	Company name, site address, dates
Directed to act outside guard authority	BSIS; consider an attorney	Written instructions, incident reports, witnesses

How to document concerns

- Save texts, emails, and schedules showing the instruction or omission
- Note dates, times, and names of supervisors involved

- Keep personal copies of pay stubs and training records
- Avoid confrontation on post; document and report through proper channels

Research and education only

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For a specific employer dispute, consult a licensed California attorney, the Labor Commissioner's Office, or BSIS directly.

Quick answers

Can I be fired for reporting my employer to BSIS?

Retaliation for reporting suspected licensing violations can itself raise legal concerns, and it's worth documenting any adverse action closely.

What if I was never issued a guard card but was told to work anyway?

This may be a licensing violation worth reporting to BSIS, since assignment before registration is generally not permitted.

Who handles unpaid wage complaints?

The California Labor Commissioner's Office handles most unpaid wage and training-time complaints.

Is there a deadline to file a wage claim?

Yes, wage claim deadlines vary by claim type, so filing promptly is advisable.

Primary sources — read the official text

File a complaint against a licensee	Bureau of Security and Investigative Services	https://www.bsis.ca.gov/about_us/complaint.shtml
Labor Commissioner's Office	California Department of Industrial Relations	https://www.dir.ca.gov/dlse/
File a wage claim	California Department of Industrial Relations	https://www.dir.ca.gov/dlse/HowToFileWageClaim.htm
Department of Consumer Affairs complaints	California DCA	https://www.dca.ca.gov/consumers/complaints/index.shtml

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