



FIREARMS CERTIFICATE PROGRAM COMPLAINT FORM PS03

This form is to be used to file a complaint against a Private Security Certified Firearms Instructor (WAC 139-37). If you have any questions email pspi@cjtc.state.wa.us for more information.

Fax your complaint and the required enclosures to 206-835-7926 or send via US mail to:

WSCJTC
 Firearms Certificate Program
 19010 1st Ave S
 Burien, WA 98148

Enclose the following:

1. A detailed explanation of the complaint, including dates, other parties involved, and a summary of any efforts you have already made to resolve the problem. Describe events in the order they occurred.
2. Copies of any and all documents that relate to the complaint.
3. WSCJTC Firearms Certificate Program Complaint Form PS03.

Business or person you are filing a complaint about:

Type of Training (check one)	<input type="checkbox"/> Initial Firearms Certificate Training	<input type="checkbox"/> Renewal Firearms Certificate Training	<input type="checkbox"/> Other: List:
	Last	Middle	First
Instructor Name			
Business Name			
Telephone Number		Email or Web Address	
Business Address			
City		State + ZIP	

Your Contact Information

	Last	Middle	First
Name			
Business Name (if any)			
Telephone Number		Email	
Mailing Address			
City		State + ZIP	
Alternate Contact Info (if any)			



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COMPLAINT SUMMARY

Provide a brief summary of your complaint. Attach additional sheets and documents if necessary.

The information I have provided above is true and correct, and I have provided all required enclosures to which I have access.

X _____

Signature

Date

What happens next?

1. After the complaint is received the WSCJTC Firearms Certificate Program staff review to determine if it falls within our legal authority.
 - a. If it is not something covered by our laws, we will notify you.
 - b. If it appears to fall in our legal authority, we may conduct an investigation. Our investigator will act as an impartial fact-finding third party. During the investigation, they are not representing you (the complainant), the WSCJTC or professional board, or the service provider. The investigator may contact the person you filed your complaint against to ask for a response, which may include providing them with a copy of your complaint. The length of time an investigation takes depends on current caseload and the complexity of the case.
2. After all the facts have been gathered, the Firearms Certificate Program evaluates the information.
 - a. If the evidence fails to support a violation of the laws, the case will be dismissed.
 - b. If a violation has occurred, our program may recommend disciplinary action depending on the severity of the violation. Disciplinary action generally involves one or more of the following:
 - i. Reprimand
 - ii. Fines
 - iii. Suspension or revocation of the Instructor Status
 - c. The instructor may request a hearing to dispute the program's decision.
 - d. We will notify you in writing of the outcome of your complaint.

Our decisions don't constitute legal opinion. We don't have the authority to recover funds, award damages, or make judicial determinations. To pursue these types of remedies, you should seek legal advice.