7.09 Appeals & Complaints

**Purpose**

*Security and Traffic Officers are expected to respond professionally and courteously to any complaints they receive while issuing traffic infringement notices.*

**Guideline**

**Responding to Complaints**

Persons wishing to lodge a complaint about Parking Infringements are to be advised that the only avenue for communication is through the Infringement Processing Bureau.

Traffic & Parking Officers are expected to respond courteously to any complaints they receive from persons who have been issued a parking infringement.

Once the infringement has been issued the recipient has three options:

1. Pay the infringement
2. Make a written representation to the SDRO-Fines Division.
3. Elect to have the matter heard in court. They can complete the rear of ‘Part C’ on the infringement.

If any person asks “…who can they speak to?”, they are to be advised that the only avenue for communication is through the State Debt Recovery Office-Fines Division.

**Representations**

A person may write to the SDRO in an attempt to appeal an infringement and have the infringement voided.

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**Contact Officer**

Campus Security Manager

**Date Approved**

1 July 2012

**Approval Authority**

Director, Property

**Related Policies, Procedures, Guidelines, Forms or Templates**

Security Services Section – Standard Operating Procedures

**Next Date of Review**

1 July 2013