### 7.06 Cancelling Infringements

**Purpose**

*Traffic and Parking Officers will follow the procedures for the cancellation of parking infringements.*

**Guideline**

**Cancelling an Infringement Notice**

Infringements can only be cancelled where an error is made during the preparation of the notice that renders it void or inappropriate.

Cancellation of an Infringement Notice **MUST** be approved by the Client Services Officer or Campus Security Manager.

In such cases the notice (Part C) should NOT be issued.

All parts of the notice (A, B&C) must be clearly endorsed ‘CANCELLED’ and;

- Brief particulars as to the reason for cancellation
- Details of other action taken must be endorsed on all copies,
  Eg. No offence, see subsequent infringement number Z123456.
- Signed by Campus Security Manager / Security Operations Coordinator and Issuing Officer.

The Part A and C of the cancelled notice should be:

- Removed from the infringement notice book
- Clipped together
- Forwarded to the Operations Unit in the same manner as when despatching Part A’s.

If another notice has been issued in lieu of the cancelled notice, it should be forwarded separately, not attached to the cancelled notice.

**In accordance with treasury and audit requirements, all cancelled penalty notices must be signed and dated by the issuing officer and counter signed by the officer’s supervisor, manager or a delegated member of the Adjudication Committee. The supervisor/contact officer should also indicate their position or title.**
Penalty Notices Incorrectly Issued

Part A should be forwarded, accompanied by a report setting out the error, to the Manager, Infringement Processing Bureau, in the daily dispatch.

A copy of this report should be appended to the Part B, which will remain in the Infringement book for audit purposes.

Again it is mentioned that in accordance with treasury and audit requirements, all cancelled penalty notices must be signed and dated by the issuing officer and counter signed by the officer's supervisor, manager or a delegated member of the Adjudication Committee. The supervisor/contact officer should also indicate their position or title.

A service fee is still incurred for notices cancelled after being loaded to the SDRO-Fine divisions computer system.

Errors and Their Repercussions

The penalty notice Part A is the source document and as such needs to be:

- Accurate
- Complete
- Legible.

Unfortunately, errors are often made when completing penalty notices and this can result in:

a. Need for further information to be obtained from the issuing officer.
b. Time delays.
c. Incorrect information being conveyed.
d. Penalty notices have to be dealt with by No Action.
e. Possible wrong enforcement.
f. Delays in placing the penalty notices onto the system.
g. Difficulties in acquitting and accounting for payments when penalty notices not system.
h. Statutory declarations and court elections cannot be processed until penalty notices are on system.
i. Increased correspondence and complaints.
j. Unsuccessful prosecution and awarding of costs against the issuing authority.
<table>
<thead>
<tr>
<th><strong>Contact Officer</strong></th>
<th><strong>Campus Security Manager</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date Approved</strong></td>
<td>1 July 2012</td>
</tr>
<tr>
<td><strong>Approval Authority</strong></td>
<td>Director, Property</td>
</tr>
<tr>
<td><strong>Related Policies, Procedures, Guidelines, Forms or Templates</strong></td>
<td>Security Services Section – Standard Operating Procedures</td>
</tr>
<tr>
<td><strong>Next Date of Review</strong></td>
<td>1 July 2013</td>
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</tbody>
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