

**Original copy must be given to the principal and a copy placed on the participants file.**

Under Schedule 5 of the DVRS Agreement, the controlling Service centre may initiate the following process where there is any ongoing or repeated failure of the participant to comply with their obligation to meet the accuracy rates specified in clause 8.4(e)

Participants name:
Customer number or dealer number: (if applicable)
Participants address _____
Controlling Service centre:

Date	Issue/action step What needs to be done	Timeframe If issue is not resolved after 20 business days the action must be revised	Progress comments Controlling centre comments on progress	Result Was the issue/ action resolved

**To be signed at the start of the action plan**

Participant representatives signature:	Date:
Controlling Service centre manager or delegate signature:	Date:

**Service NSW recommendation** (e.g. action resolved satisfactory, comments for escalation)

**To be signed at the end of the action plan**

Participant representatives signature:	Date:
Controlling Service centre manager or delegate signature:	Date:

## Personal Information Collection Notice

Transport for NSW is committed to protecting your privacy and ensuring your personal information is managed according to law. Find out why we collect your personal information and how we use and manage it by reading our privacy statement at [transport.nsw.gov.au/privacy-statement](https://transport.nsw.gov.au/privacy-statement) or phone **13 22 13** to request a copy.