

01

Speak with Plannera staff

Plannera's Pension Administration staff will work with you to resolve any concerns. You may request to have the Plan Manager review your inquiry. The Plan Manager will determine the appropriate approach to address your concern.

02

Response from Plannera

If your inquiry is determined to be administrative, a written response will be provided by the Plan Manager. If you are unsatisfied with the response, or if Pension Administration finds an interpretation of the Act or regulations is required, you will be asked to submit a written complaint to the MEPP Commission.

03

Submit documentation

If you are asked to submit a written complaint, address it to the Director of Policy and Governance. To remain neutral, the Director will assume the role of Executive Secretary to the Commission.

04

Investigation

The Executive Secretary will promptly inform the Commission and begin an investigation. They will review all submissions and conduct any research required to provide the Commission with the information needed to make an informed decision.

05

Report to the Commission

The Executive Secretary will present a written report describing the complaint. The complainant may include a written response to the report. From these materials, the Commission will decide whether to grant a hearing.

06

Hearing

If a hearing is granted, the complainant can request, in advance, to attend in person. The Commission may request additional information prior to the hearing. If no hearing is granted the Commission will proceed to a decision.

07

Final Decision

The Commission will render a decision in writing, including the reason. A decision made by the Commission is considered final unless new information becomes available.