

Submitting a Compliment or Complaint

Client satisfaction is important to the Maintenance Enforcement Program (MEP). Your compliments, concerns, complaints, and suggestions are valuable to us and help us provide better service.

How to Send a Compliment

Speak to the MEP employee who provided the service or ask to speak to that person's supervisor. If you wish to send a written compliment, please include the name of the person who helped you. You may send compliments to the mailing address or fax number below.

How to Send a Complaint

MEP asks that you first speak with the MEP employee who provided the service. MEP employees are required to make all reasonable attempts to resolve a client's concern. If resolution is not possible, you may request to speak to the employee's supervisor for further assistance.

If the supervisor cannot resolve your concern, then you can submit your complaint to MEP's Complaint Review Process. Complaints must be submitted in writing by mail or fax. If submitting via fax, please write "Complaint Review Process" at the top of the fax or on the fax coversheet, and send to 780-401-7515. If submitting via mail, please write "Complaint Review Process" at the top of the letter, and send to:

Maintenance Enforcement Program
7th Floor, J.E. Brownlee Building
10365 - 97 Street
Edmonton, Alberta T5J 3W7

You may also submit your compliment or complaint to MEP by email to albertamep@gov.ab.ca with the subject line: "Compliment" or "Complaint Review Process". Please note there are privacy risks in sending personal information by email. Emails are not secure; they can be easily misdirected or intercepted. Sending information by email indicates you agree to accept the risks involved.

For complaints, please include as much information as possible about your concern, including the dates of incidents, the names of staff members involved, your MEP file number, and your first and last name. MEP will deal with your concerns promptly and fairly and will provide you with a response to your complaint within 14 days of receiving it. If there are any delays during the review, staff will contact you by phone and provide you with an update.

- MEP has other Information Sheets, on a variety of helpful topics. To see them, visit MEP's website at www.alberta.ca/mep
- To contact MEP, phone 780-422-5555 or toll-free in Alberta at 310-0000.
- To view information about your MEP file, go to MEP's website at www.alberta.ca/mep and select "MEP Accounts Online".