

Submitting a Compliment or Complaint

Family Support Order Services (FSOS)

The Family Support Order Services (FSOS) branch, which includes the Maintenance Enforcement Program (MEP) and the Child Support Recalculation Program (RP), values your feedback and follows a formal resolution process to address client complaints. Please let us know your concerns, compliments, complaints, and suggestions, as your feedback will help us continue to improve service. Contact information for FSOS is provided below.

How to Send a Compliment

Speak to the Program employee who provided the service or ask to speak to that person's supervisor to provide your compliment. Compliments can also be submitted in writing by mail or fax, or general email. Please include your file number and the name of the person who helped you.

Complaint Review Process

Level 1

Contact your Case Officer (for MEP matters) or any Recalculation Officer (for RP matters) about your concern. Staff can explain Program policy to clarify an action or decision on a file, and will make all reasonable efforts to resolve your concern. If staff are unable to resolve a concern, you may request a supervisor call-back for further assistance. Supervisors make all reasonable efforts to return client call-back requests within two business days.

Level 2

If a supervisor is unable to resolve your concern, you may submit a request to the Complaint Review Process (CRP) for formal review and response. Complaints must be submitted in writing to FSOS and can be sent by mail, fax, or general email.

Complaints should be addressed to "Complaint Review Process" at the top of your letter or in the email subject line. Please include all relevant information in your complaint, including:

- your name
- your FSOS (MEP or RP) file number
- as much detail as possible about the issue of concern

On receipt of a complaint, all concerns are reviewed and referred for resolution. FSOS staff complete a full independent file review to ensure that all actions on a file were administratively fair and complied with Program policy at the time the action was taken. The Program will send a written response within two to three weeks, or advise you by email or phone if there are any delays.

Contact Family Support Order Services

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| Maintenance Enforcement Program 7th Floor, 10365 - 97 Street John E. Brownlee Building Edmonton AB T5J 3W7 Phone: 780-422-5555 (toll-free: 310-0000) Fax: 780-401-7575 | Child Support Recalculation Program 8th Floor, 10365 - 97 Street John E. Brownlee Building Edmonton AB T5J 3W7 Phone: 780-401-1111 (toll-free: 310-0000) Fax: 780-644-3674 |
| MEP Email: albertamep@gov.ab.ca RP Email: recalculation@gov.ab.ca | |

Level 3

If you are not satisfied with the written response, you can request further clarification through the CRP by following the process outlined in Level 2.

Clients can also consult the Alberta Ombudsman if they are not satisfied with the outcome of the CRP. The Alberta Ombudsman is mandated to determine administrative fairness and investigate written complaints from individuals who feel they have been treated unfairly by an administrative decision, act, omission or recommendation of an Alberta Government department. For information on sending a complaint, contact the Ombudsman's office directly using the contact information listed below.

Contact the Alberta Ombudsman

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| Edmonton Office Alberta Ombudsman Suite 700, 9925 - 109 Street NW Edmonton AB T5K 2J8 Phone: 780-427-2756 (toll-free: 1-888-455-2756) Fax: 780-427-2759 | Calgary Office Alberta Ombudsman Suite 2560, 801 - 6 Avenue SW Calgary AB T2P 3W2 Phone: 403-297-6185 (toll-free: 1-888-455-2756) Fax: 403-297-5121 |
| Email: info@ombudsman.ab.ca Online complaint form available at: www.ombudsman.ab.ca | |

- MEP has other Information Sheets, on a variety of helpful topics. To see them, visit MEP's website at 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, log in to *MEP Accounts Online* on MEP's website and select "Account login".