



Complaint Process

This complaint process is in place to resolve a dispute pertaining to PEBA's position regarding plan provisions as it applies to you. This process provides you with an opportunity to have your point of view considered by the Board if you disagree with PEBA's position on an issue.

- 1 Please discuss your issue with PEBA staff. You can request PEBA's official position on the matter in writing from one of PEBA's management team. PEBA's position will be based on its interpretation of The Public Employees Pension Plan Act and Regulations. If there is a clearly defined difference between your interpretation and PEBA's interpretation of the Act and Regulations, your matter is considered a dispute and you may submit a written complaint to the Board.
- 2 You must submit a detailed, written complaint to the Executive Secretary to the Board. Include the nature of the problem and all relevant dates, facts and documentation, including the provisions of the Act and Regulations in question and the decision you would like the Board to make. The Board is informed that a complaint has been filed.
- 3 A detailed report is compiled from the written complaint and a copy is provided for your review. You will be asked to provide any other information you have pertaining to the dispute if you have not already done so. If other issues or people are identified, there may be requests for additional information throughout this process.
- 4 If the Board's Executive Secretary determines that there are grounds for a complaint and that there is sufficient information for the Board to make a decision, the report will be provided to the Board at its next meeting. If not, additional information will be requested.
- 5 You will be informed when the Board will meet to consider your complaint. You can make a written request to appear in person before the Board to hear your dispute. You must state the reason you want to appear in person and explain why the written materials will not be sufficient for the Board to make an informed decision.
- 6 The Board will make a decision based upon review of all materials submitted and, if granted, your appearance in person.
- 7 Once the Board makes a final decision, it will communicate the decision to you in writing. The Board will explain its reasons for the decision.

A decision can be reviewed by the Board if new information, that was not available at the time of the initial decision, is provided and if it is considered appropriate. All Board involvement, activities and decisions adhere to the Board's Code of Conduct and Conflict of Interest Procedures.

If your matter is in dispute, forward your written complaint to:

Executive Secretary
Public Employees Pension Board 1000 – 1801 Hamilton Street
Regina SK S4P 4W3

1

If after receiving PEBA's position in writing, there is a clearly defined difference in your interpretation of the *Act* and *Regulations* and PEBA's, you may submit a written complaint to the Board.

Complaint
Process
Begins

2

File your complaint in writing to the Executive Secretary to the Board.

Include the nature of the problem, all relevant facts and documentation, and the decision you would like the Board to make.
Board is informed that a complaint has been filed.

3

Submissions are reviewed and a fully detailed report is provided for your review.
If required, additional information is requested.

4

If it is determined that there are grounds for a complaint and there is sufficient information for a decision to be made, the report will be provided to the Board at the next meeting. If not, additional information will be requested.

5

You will be informed of when the Board will meet to consider your complaint.
You can submit a written request to make your presentation in person to the Board.

6

Board meets to make Final Decision

7

Final Decision

The Board will inform you of its final decision in writing.