

# Maintenance Enforcement Program Facts

A series of program fact sheets to answer your most commonly asked questions

9

## IF YOU HAVE A COMPLIMENT OR COMPLAINT

### A Family Resource

The Manitoba government's Maintenance Enforcement Program (MEP) protects the interests of children and spouses by enforcing maintenance orders and agreements. MEP collects, records and forwards support payments.

The **CREDITOR/PAYEE** is the person receiving the support payment.

The **DEBTOR/PAYOR** is the person paying the support.

If payments are not made, the program can take a number of steps to collect on support owed. For more details on this program, please visit our website or contact the MEP Info line 24 hours a day, seven days a week.

#### MEP Info line

In Winnipeg 204-945-7133

Toll-free 1-866-479-2717

E-mail: [ManitobaMEPinquiries@gov.mb.ca](mailto:ManitobaMEPinquiries@gov.mb.ca)

Website: [www.gov.mb.ca/justice/family/mep/index.html](http://www.gov.mb.ca/justice/family/mep/index.html)

Staff of the Maintenance Enforcement Program (MEP) are committed to helping clients resolve concerns. Your feedback will help the program better serve client needs.

### I'd like to recognize program staff I feel have worked hard on my behalf. How should I do this?

You may compliment staff members by phone or by mail sent to the address listed in the next column. If possible, identify the program staff member who provided you with exemplary service.

### I have some concerns about the service I received from the program. How can I resolve these concerns?

Program staff will work with you to resolve problems to the best of their abilities. If you have concerns about the MEP:

- Make an appointment to talk to the program representative involved to try to resolve the matter.
- If you are not satisfied, talk to the individual's immediate supervisor.

- If concerns remain unresolved, write to:

Program Review Officer  
Maintenance Enforcement Program

100 – 352 Donald Street,

Winnipeg MB R3B 2H8

or fax 204-945-5449

**Fact sheets available from MEP:**

- 1** How to Register with the Maintenance Enforcement Program
- 2** Making Payments
- 3** Responsibilities of the Payee/Creditor
- 4** Responsibilities of the Payor/Debtor
- 5** Responsibilities of the Maintenance Enforcement Program
- 6** When the Payor/Debtor or the Payee/Creditor Live Outside of Manitoba
- 7** Employment and Income Assistance (EIA) and Assigned Maintenance
- 8** Confidentiality and Privacy Protection
- 9** If you have a Compliment or Complaint

**MEP Offices:**

**Winnipeg Central Payment Processing**

100 - 352 Donald Street, Winnipeg MB R3B 2H8

8:30 a.m. - 4:30 p.m. Monday to Friday

**Thompson**

Room 12 - 59 Elizabeth Dr., Thompson MB R8N 1X4

**Brandon**

Room 108 -1104 Princess Ave., Brandon MB R7A 0P9