

INFORMATION SHEET

Pension Appeals Process

If a member has a concern with a decision made by UAPP, the member's first step would be to seek an explanation from the UAPP administration team. If the member is not satisfied with the explanation and wishes to pursue it further, the next step would be an Administrative Review.

REQUEST AN ADMINISTRATIVE REVIEW

The Administrative Review would involve a detailed examination of the member's complaint by UAPP's Chief Executive Officer. To facilitate the Administrative Review, the member will be asked to submit their complaint in writing with appropriate documentation.

If the Chief Executive Officer is able to resolve the complaint, they will do so. The Chief Executive Officer will have the delegated authority under Section 3.41 of the Sponsorship and Trust Agreement to resolve the member's concerns and will report on a quarterly basis to the Trustees on the complaints resolved by them.

If the complaint cannot be resolved by the Chief Executive Officer, the matter will be referred to a Hearing Panel and the member shall be so informed.

REQUEST A REVIEW BY TRUSTEES

■ *HEARING PANEL*

- The Hearing Panel will be composed of one Employer Trustee and one Employee Trustee. The members of the Panel shall not be the Trustees nominated either by the Board of Governors or the Academic Faculty Association of the appellant member's institution. The Hearing Panel's decision will be the final determination on behalf of the Trustees, unless the Panel is unable to agree on a solution, in which case the matter will be referred to the full Board of Trustees.

■ *HEARING PROCESS*

- A case description, including any information provided by the member and their employer will be prepared and forwarded to the member. The member will have a chance to submit additional information and comments at this time.
- The entire case will be forwarded to the Hearing Panel/Trustees for a decision. All the necessary and relevant information will be presented to the Hearing Panel/Trustees in writing. The member and/or their solicitor will be invited to attend the hearing if they wish to do so. The Hearing Panel's/Trustee's decision will be forwarded to the member and UAPP in writing.

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IMPORTANT NOTE TO THE READER:

This Information Sheet is designed as a quick summary of the subject. Should anything in this Information Sheet conflict with the UAPP Sponsorship and Trust Agreement, or any applicable provincial or federal legislation, the Agreement and/or the legislation shall apply.

NEED MORE INFORMATION?

Call UAPP at 1.888.339.1546 (toll-free within North America) or 1.780.612.4259 (collect, outside North America) if you have further questions. Information Sheets on other pension topics are available on the UAPP's website at www.uapp.ca (under Publications).