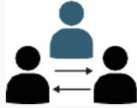


How to Tell Us About a Problem

If you believe MOSAIC has not met its service standard, follow these steps.



1

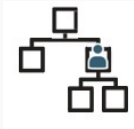


Talk to Staff Directly

- Talk to the staff member
- Try to fix the problem together
- *Not comfortable talking to staff OR problem not solved? Go to Step 2*



2

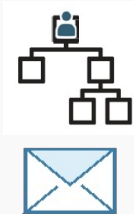


Contact Supervisor

- Ask to speak with a supervisor
- Expect a reply within 3 business days
- Get a written update within 7 days of your meeting
- *Problem not solved? Go to Step 3*



3

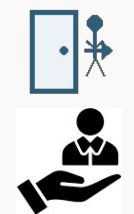


Email Senior Management

- Send a formal complaint to **feedback@mosaicbc.org**
- Must send within 1 month of the problem
- Describe: what happened · when · what you want
- Write in any language — staff can help
- They will contact you within 7 days
- *Problem not solved? Go to Step 4*



4



Seek External Support

- Go outside MOSAIC for help
- Find a legal advisor
- Contact an outside agency

Services continue during your complaint

Your services will not stop while your complaint is reviewed. They may pause only if safety concerns arise — this is separate from your complaint.

Writing in another language? +7 days

Write in any language. Staff can help translate. All response deadlines are extended by 7 days.