

Client Complaint and Grievance Process



MOSAIC
Engaging Newcomers, Enriching Communities

MOSAIC is committed to providing quality services to all clients. If you believe we have not met this standard, please follow the complaint process outlined below.

STEP 01

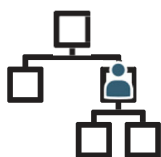
Try to Solve the Problem Directly



Speak to the staff member you have been discussing the issue with to try to solve the problem.

STEP 02

Contact the Supervisor



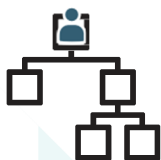
a. If you feel unsafe or uncomfortable talking to the staff member directly OR if you spoke to them directly and are not happy with their response, you can ask to speak to a supervisor or call reception and leave your name, email, and phone number for the supervisor to contact you.

b. The supervisor will contact you within 3 business days by email or phone to acknowledge your complaint and let you know the next steps and timeline, including discussing setting up a virtual or in-person meeting if applicable.

c. The supervisor will send you a written summary of the findings and actions to be taken either within 7 days of the meeting, if one takes place, or within the timeline communicated to you.

STEP 03

Senior Management Will Review Your Complaint



a. If you are not happy with the supervisor's response, you may request that your complaint be escalated to the Senior Management Team/Quality Assurance Office by sending a formal complaint to **feedback@mosaicbc.org**.

You can write the complaint in English or your own language. Our staff can help you write the complaint in English if needed. You must send the complaint within one month of the incident. If you are waiting for the supervisor's response when the one-month window expires, you may still file a complaint within 7 days of receiving that response. The written grievance should include:

- What you are complaining about
- The date and time of the problem
- What you want the MOSAIC to do
- Any other information that is important

b. A Senior Management team member will contact you within 7 days of receiving your complaint by email or phone to acknowledge your complaint and let you know the next steps and timeline, including discussing setting up a virtual or in-person meeting if applicable.

c. The Senior Management team member will send you a written summary of findings and actions either within 7 days of the meeting, if one takes place, or within the communicated timeline. In the unlikely event that further internal escalation is needed, you will be informed within 7 days with an expected response date.

STEP 04

External Support



If you are not satisfied with the response in Step 3, you can seek external advice or review from a legal advisor or unrelated outside agency.

NOTE: *If you write the complaint in a language other than English, all response dates will be extended by 7 days.*

Your services will continue while your complaint is being reviewed. However, services may be paused or ended if we identify legitimate reasons in doing so, including but not limited to behaviour that in our opinion creates a physically or psychologically unsafe environment for staff. These decisions are made separately from any complaint you file.