



Client Complaint or Grievance Process

Client Right to Appeal within MOSAIC

1. If you have a complaint about a staff member or service you are receiving, first try to solve the problem face to face with that person.
2. If you feel unsafe or uncomfortable talking to the staff member directly, you can ask to speak to the staff member's supervisor or director.
3. If you are not happy with 1 or 2 above, then you may write a letter to the Director about your concerns.
4. If you choose to write a letter, it must include:
 - a. What you are complaining about (For example: You don't agree with a MOSAIC rule. You don't like how a staff member treated you. A staff member refused to give you services. You feel a staff member discriminated against you. You are unhappy with the services you received. It took too long to receive services.)
 - b. The date of the incident.
 - c. What you want MOSAIC to do.
 - d. Any other information you think is important.
5. You can ask a staff member to help support you with writing the letter in English.
6. You must send the letter to the Director within one month of the incident.
7. The Director will ask you to meet within 7 days of receiving the letter. The Director will talk to you about your concerns and possible solutions.
8. The Director will send you a letter within 7 days of the meeting. This letter will summarize the meeting and tell you the actions that MOSAIC will or will not take.
9. If you are not happy with the response from the Director you can send your letter with added comments from your meeting with the Director to the Executive Director. You must send this letter to the Executive Director within 7 days of the response from the Director.
10. The Executive Director will ask you to meet within 7 days of receiving the letter. The Executive Director will talk to you about your concerns and possible solutions.
11. The Executive Director will send you a letter within 7 days of the meeting. This letter will summarize the meeting and tell you the actions that MOSAIC will or will not take.
12. If you are not happy with the response from the Executive Director, you can send your letter to the President of the Board of Director. You must send this letter within 7 days of the response from the Executive Director.

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Client Right to Appeal within MOSAIC continued

13. The Board of Directors will send you a letter in response to your concern within 14 days. This will be MOSAIC's final decision.
14. MOSAIC will not stop or limit services to you during this process, unless there has been behaviour that would make it unsafe for staff to meet with you.

Clients Right to Appeal to External Authorities

1. Once the Client Complaints or Grievances process is complete or at any time during the process, clients can contact any of the following external reviewers for support, (this is not a complete list):
 - a) BC Human Rights Coalition:
www.bchrcoalition.org Phone number: 604-689-8474
 - b) BC Ombudsman:
www.ombudsman.bc.ca Phone number: 1-800-567-3247
 - c) Child and Youth Representative:
www.rcybc.ca/content/home.asp Phone number: 250-356-6710
 - d) BC Office of the Information and Privacy Commissioner
www.oipc.bc.ca Phone number: 250-387-5629
 - e) Legal Aid:
www.lss.bc.ca Phone number: 604-601-6206
 - f) Better Business Bureau:
www.mainlandbc.bbb.org Phone number: 604-682-2711