

Feedback and Complaints Policy



In this policy we will refer to Mosaic Multicultural Connections as *Mosaic* or *we*.

Introduction

Here at Mosaic we want to hear what you think about our services and the way our staff work with you. Your opinion matters to us. Everyone who uses our services or engages with us has the right to give us their honest feedback. This helps us understand what we're doing well and where we can improve. We can learn to do things in different and better ways.

We love to hear compliments and other positive feedback, and we also want to hear when things don't meet your expectations. We want you to know that when you share your concerns or make a complaint we will always listen carefully.

We will always treat you with understanding and respect.

Making a complaint will not affect the service we offer you.

We will always keep your information private and confidential. We will follow our Privacy Policy.

How can you make a complaint?

You can make your complaint through our online form:

Mosaic Portal: <https://forms.mosaicmc.org.au/Feedback>

You can also email us: feedback@mosaicmc.org.au

Or call us: 1800 813 205

Who can provide us with feedback or make a complaint?

If you are not happy with a service and you want to speak to the person, it is a good first step.

If you do not want to speak with the person you can make a complaint using our online form.

We will keep your complaint confidential as much as possible. Sometimes we will have to ask for information from someone else to understand what happened.

You can use your name when you make a complaint. If you don't want to use your name, you can choose another name (pseudonym) or you can choose not to give any name (be anonymous). If you do not use your name, we might not be able to give a full response to your complaint.

What can you complain about?

You can make a complaint about any of our services or activities or how we do things.

You can make a complaint about how our staff work with you.

You can make a complaint when the things we do don't meet your expectations.

When can you make a complaint?

You can make a complaint whenever you choose to. If you want, it is a good idea to try to talk to the person you have a problem with first.

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If talking does not fix the problem or you do not want to talk to the person, you can make a formal complaint.

What do I say in the complaint?

You can say

- What the feedback is about. Provide some details to help us understand your concerns.
- What happened, when it happened, where it happened and who was involved, and the names of people who also saw it happen.
- Tell us about a decision made by Mosaic that you are unhappy with.
- How you think the problem can be fixed or the outcome you want to happen
- Any other information which you think will help us understand the situation and how you feel

How will Mosaic respond to your complaint?

We will always

- Treat your complaint seriously
- Act quickly
- Treat everyone fairly and with respect

We will never

- Change the way we support you if you make a complaint
- Take longer than we need to respond to your complaint

We will do our best to work through your complaint with you. We might need to ask for your details and other information about what happened.

How will Mosaic record the complaint?

Only the people who need to know about the complaint and support the investigation into your complaint will be able to see the information from your complaint.

Sometimes the law will require us to make a notification to a government authority or regulator. This means that other people will see your complaint.

Mosaic will always follow its Privacy Policy to handle your personal information.

We keep accurate records of all formal complaints, including what we did and what happened in the end.

What will happen when I make a complaint?

After you make a complaint, one of our team will get in touch to explain next steps and how long it might take. They will give you other resources, useful information about our complaints process.

We aim to resolve all complaints quickly. Sometimes we need to spend more time finding out what happened, or working out how to prevent something happening again. We will keep you informed as we do this work.

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What else can happen?

If you are not happy with how we have responded to your complaint you can make a complaint to government regulators.

- For aged care complaints, you can make a complaint to the Aged Care Quality and Safety Commission 1800 951 822 or [What to do if you have a complaint | Aged Care Quality and Safety Commission](#)
- For complaints about how Mosaic has handled your private information, you can make a complaint to the Office of the Australian Information Commissioner [Privacy complaints | OAIC](#)
- For other complaints, you can make a complaint to the [NSW Ombudsman | How to make a complaint](#)