Specialised mental health service organisation—consumer participation arrangements (formal complaints mechanism), code N

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# Specialised mental health service organisation—consumer participation arrangements (formal complaints mechanism), code N

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| Identifying and definitional attributes | |
| Metadata item type: | Data Element |
| Short name: | Consumer participation arrangements—formal complaints mechanism |
| METEOR identifier: | 290415 |
| Registration status: | [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 07/03/2014 |
| Definition: | Whether the service has developed a formal internal complaints mechanism in which complaints can be made by consumers and are regularly reviewed by a committee that includes consumers, in order to promote the participation of mental health consumers in the planning, delivery and evaluation of the service, as represented by a code. |
| Data Element Concept: | [Specialised mental health service organisation—consumer participation arrangements (formal internal complaints mechanism)](https://meteor.aihw.gov.au/content/295426) |
| Value Domain: | [Yes/no/don't know code N](https://meteor.aihw.gov.au/content/295396) |

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| Value domain attributes | | |
| Representational attributes | | |
| Representation class: | Code | |
| Data type: | Boolean | |
| Format: | N | |
| Maximum character length: | 1 | |
|  | **Value** | **Meaning** |
| Permissible values: | 1 | Yes |
|  | 2 | No |
| Supplementary values: | 9 | Don't know |



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| Data element attributes | |
| Relational attributes | |
| Related metadata references: | Has been superseded by [Specialised mental health service organisation—use of formal complaints mechanism for consumer participation arrangements indicator, code N](https://meteor.aihw.gov.au/content/529180)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 13/11/2014  See also [Specialised mental health service organisation—consumer participation arrangements (consumer consultants employed), code N](https://meteor.aihw.gov.au/content/288866)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Standard 08/12/2004  See also [Specialised mental health service organisation—consumer participation arrangements (consumer satisfaction surveys), code N](https://meteor.aihw.gov.au/content/290418)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 07/03/2014  See also [Specialised mental health service organisation—consumer participation arrangements (formal participation policy), code N](https://meteor.aihw.gov.au/content/290410)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 07/03/2014  See also [Specialised mental health service organisation—consumer participation arrangements (regular discussion groups), code N](https://meteor.aihw.gov.au/content/290408)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 07/03/2014 |
| Implementation in Data Set Specifications: | [Mental health establishments NMDS 2005-06](https://meteor.aihw.gov.au/content/298027)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 07/12/2005  ***Implementation start date:*** 01/07/2005 ***DSS specific information:*** Obligation condition: reporting of this data element is optional for non-government residential mental health services and specialised mental health services provided by private hospitals that receive state or territory government funding.  [Mental health establishments NMDS 2005-06](https://meteor.aihw.gov.au/content/311875)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 21/03/2006  ***Implementation start date:*** 01/07/2005 ***Implementation end date:*** 30/06/2006 ***DSS specific information:*** Obligation condition: reporting of this data element is optional for non-government residential mental health services and specialised mental health services provided by private hospitals that receive state or territory government funding.  [Mental health establishments NMDS 2006-07](https://meteor.aihw.gov.au/content/334283)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 23/10/2006  ***Implementation start date:*** 01/07/2006 ***Implementation end date:*** 30/06/2007 ***DSS specific information:***  Obligation condition: reporting of this data element is optional for non-government residential mental health services and specialised mental health services provided by private hospitals that receive state or territory government funding.  [Mental health establishments NMDS 2007-08](https://meteor.aihw.gov.au/content/345134)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 05/02/2008  ***Implementation start date:*** 01/07/2007 ***Implementation end date:*** 30/06/2008 ***DSS specific information:***  Obligation condition: reporting of this data element is optional for non-government residential mental health services and specialised mental health services provided by private hospitals that receive state or territory government funding.  [Mental health establishments NMDS 2008-09](https://meteor.aihw.gov.au/content/362299)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 03/12/2008  ***Implementation start date:*** 01/07/2008 ***Implementation end date:*** 30/06/2009 ***DSS specific information:***  Obligation condition: reporting of this data element is optional for non-government residential mental health services and specialised mental health services provided by private hospitals that receive state or territory government funding.  [Mental health establishments NMDS 2009-10](https://meteor.aihw.gov.au/content/374981)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 02/12/2009  ***Implementation start date:*** 01/07/2009 ***Implementation end date:*** 30/06/2010 ***DSS specific information:***  Obligation condition: reporting of this data element is optional for non-government residential mental health services and specialised mental health services provided by private hospitals that receive state or territory government funding.  [Mental health establishments NMDS 2010-11](https://meteor.aihw.gov.au/content/378611)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 01/12/2010  ***Implementation start date:*** 01/07/2010 ***Implementation end date:*** 30/06/2011  [Mental health establishments NMDS 2011-12](https://meteor.aihw.gov.au/content/424725)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 07/12/2011  ***Implementation start date:*** 01/07/2011 ***Implementation end date:*** 30/06/2012  [Mental health establishments NMDS 2012-13](https://meteor.aihw.gov.au/content/468195)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 07/02/2013  ***Implementation start date:*** 01/07/2012 ***Implementation end date:*** 30/06/2013  [Mental health establishments NMDS 2013-14](https://meteor.aihw.gov.au/content/493652)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 07/03/2014  ***Implementation start date:*** 01/07/2013  ***Implementation end date:*** 30/06/2014 |