

Use of formal complaints mechanism for carer participation arrangements indicator

Identifying and definitional attributes

Metadata item type: Property

METEOR identifier: 535790

Registration status:

- [Health](#), Standard 07/03/2014

Definition: An indicator of whether an organisation has a formal internal complaints mechanism in which complaints can be made by carers and are regularly reviewed by a committee that includes carers, in order to include the participation of carers in the planning, delivery and evaluation of a service.

Property group: [Organisational characteristics](#)

Source and reference attributes

Submitting organisation: Australian Institute of Health and Welfare

Relational attributes

Related metadata references: Has been superseded by [Use of formal complaints mechanism for carer participation arrangements indicator](#)

- [ACT Health \(retired\)](#), Candidate 17/08/2018
- [Health](#), Standard 13/11/2014

Data Element Concepts implementing this property: [Specialised mental health service organisation—use of formal complaints mechanism for carer participation arrangements indicator](#)

- [Health](#), Standard 07/03/2014