

Use of formal complaints mechanism for consumer participation arrangements indicator

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Use of formal complaints mechanism for consumer participation arrangements indicator

Identifying and definitional attributes

Metadata item type:	Property
METEOR identifier:	564668
Registration status:	Health , Standard 13/11/2014
Definition:	An indicator of whether an organisation has a formal internal complaints mechanism in which complaints can be made by consumers and are regularly (at least quarterly over the reporting period) reviewed by a committee that includes consumers, in order to include the participation of consumers 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
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Relational attributes

Related metadata references:	Supersedes Use of formal complaints mechanism for consumer participation arrangements indicator Health , Superseded 13/11/2014
Data Element Concepts implementing this property:	Specialised mental health service organisation—use of formal complaints mechanism for consumer participation arrangements indicator Health , Standard 13/11/2014