

Use of formal complaints mechanism for consumer participation arrangements indicator

Identifying and definitional attributes

Metadata item type:	Property
METEOR identifier:	564668
Registration status:	<ul style="list-style-type: none">• 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

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- [Health](#), Superseded 13/11/2014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](#)

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

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