

# 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

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- [Health](#), Superseded 13/11/2014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