

# Use of formal complaints mechanism for consumer participation arrangements indicator

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## Identifying and definitional attributes

<b>Metadata item type:</b>	Property
<b>METEOR identifier:</b>	564668
<b>Registration status:</b>	<a href="#">Health</a> , Standard 13/11/2014
<b>Definition:</b>	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.
<b>Property group:</b>	<a href="#">Organisational characteristics</a>

## Source and reference attributes

<b>Submitting organisation:</b>	Australian Institute of Health and Welfare
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## Relational attributes

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 , Superseded 13/11/2014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