Use of formal complaints mechanism for consumer participation arrangements indicator

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# Use of formal complaints mechanism for consumer participation arrangements indicator

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| Identifying and definitional attributes |
| Metadata item type: | Property |
| METEOR identifier: | 564668 |
| Registration status: | [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), 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](https://meteor.aihw.gov.au/content/274656) |

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| 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](https://meteor.aihw.gov.au/content/535891)       [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 13/11/2014 |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](https://meteor.aihw.gov.au/content/564670)        [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Standard 13/11/2014 |