Use of formal complaints mechanism for consumer participation arrangements indicator

Exported from METEOR

(AIHW's Metadata Online Registry)

© Australian Institute of Health and Welfare 2024

This product, excluding the AIHW logo, Commonwealth Coat of Arms and any material owned by a third party or protected by a trademark, has been released under a Creative Commons BY 4.0 (CC BY 4.0) licence. Excluded material owned by third parties may include, for example, design and layout, images obtained under licence from third parties and signatures. We have made all reasonable efforts to identify and label material owned by third parties.

You may distribute, remix and build on this website’s material but must attribute the AIHW as the copyright holder, in line with our attribution policy. The full terms and conditions of this licence are available at https://creativecommons.org/licenses/by/4.0/.

Enquiries relating to copyright should be addressed to info@aihw.gov.au.

Enquiries or comments on the METEOR metadata or download should be directed to the METEOR team at meteor@aihw.gov.au.

# Use of formal complaints mechanism for consumer participation arrangements indicator

|  |  |
| --- | --- |
| 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) |

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indicator](https://meteor.aihw.gov.au/content/535891)  [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 13/11/2014 |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