Specialised mental health service organisation—use of formal complaints mechanism for consumer participation arrangements indicator, code N

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# Specialised mental health service organisation—use of formal complaints mechanism for consumer participation arrangements indicator, code N

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| Identifying and definitional attributes |
| Metadata item type: | Data Element |
| Short name: | Use of formal complaints mechanism for consumer participation arrangements indicator |
| Synonymous names: | Consumer participation arrangements indicator—formal complaints mechanism |
| METEOR identifier: | 564674 |
| Registration status: | [Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Standard 13/11/2014 |
| Definition: | An indicator of whether a specialised mental health service 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 [**mental health consumers**](https://meteor.aihw.gov.au/content/515275) in the planning, delivery and evaluation of the service, as represented by a code. |
| Data Element Concept: | [Specialised mental health service organisation—use of formal complaints mechanism for consumer participation arrangements indicator](https://meteor.aihw.gov.au/content/564670)  |
| Value Domain: | [Yes/no/not stated/inadequately described code N](https://meteor.aihw.gov.au/content/301747) |

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| Value domain attributes |
| Representational attributes |
| Representation class: | Code |
| Data type: | Boolean |
| Format: | N |
| Maximum character length: | 1 |
|   | **Value** | **Meaning** |
| Permissible values: | 1 | Yes |
|   | 2 | No |
| Supplementary values: | 9  | Not stated/inadequately described  |

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| Collection and usage attributes |
| Guide for use: | CODE 9    Not stated/inadequately describedThis code is not for use in primary data collections.  |

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| Source and reference attributes |
| Submitting organisation: | Australian Institute of Health and Welfare |

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| Data element attributes  |
| Relational attributes |
| Related metadata references: | Supersedes [Specialised mental health service organisation—use of formal complaints mechanism for consumer participation arrangements indicator, code N](https://meteor.aihw.gov.au/content/529180)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 13/11/2014 |
| Implementation in Data Set Specifications: | [Mental health establishments NMDS 2015-16](https://meteor.aihw.gov.au/content/565661)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 04/09/2015***Implementation start date:*** 01/07/2015***Implementation end date:*** 30/06/2016[Mental health establishments NMDS 2016-17](https://meteor.aihw.gov.au/content/605829)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 17/08/2017***Implementation start date:*** 01/07/2016***Implementation end date:*** 30/06/2017[Mental health establishments NMDS 2017–18](https://meteor.aihw.gov.au/content/645723)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 25/01/2018***Implementation start date:*** 01/07/2017***Implementation end date:*** 30/06/2018[Mental health establishments NMDS 2018–19](https://meteor.aihw.gov.au/content/677892)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 12/12/2018***Implementation start date:*** 01/07/2018***Implementation end date:*** 30/06/2019[Mental health establishments NMDS 2019–20](https://meteor.aihw.gov.au/content/707557)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 16/01/2020***Implementation start date:*** 01/07/2019***Implementation end date:*** 30/06/2020[Mental health establishments NMDS 2020–21](https://meteor.aihw.gov.au/content/722168)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 20/01/2021***Implementation start date:*** 01/07/2020***Implementation end date:*** 30/06/2021[Mental health establishments NMDS 2021–22](https://meteor.aihw.gov.au/content/727352)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 17/12/2021***Implementation start date:*** 01/07/2021***Implementation end date:*** 30/06/2022[Mental health establishments NMDS 2022–23](https://meteor.aihw.gov.au/content/742046)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 09/12/2022***Implementation start date:*** 01/07/2022***Implementation end date:*** 30/06/2023[Mental health establishments NMDS 2023–24](https://meteor.aihw.gov.au/content/756103)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Superseded 06/12/2023***Implementation start date:*** 01/07/2023***Implementation end date:*** 30/06/2024[Mental health establishments NMDS 2024–25](https://meteor.aihw.gov.au/content/775628)[Health](https://meteor.aihw.gov.au/RegistrationAuthority/12), Standard 06/12/2023***Implementation start date:*** 01/07/2024***Implementation end date:*** 30/06/2025 |