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

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.

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

|  |
| --- |
| 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) |

|  |
| --- |
| 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  |

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

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

|  |
| --- |
| 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 |