

Person—fair treatment if a complaint was made, 5 point frequency scale code N

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Person—fair treatment if a complaint was made, 5 point frequency scale code N

Identifying and definitional attributes

Metadata item type:	Data Element
Short name:	Fair treatment if a complaint was made
METEOR identifier:	634843
Registration status:	Health , Standard 25/01/2018
Definition:	A descriptor of how often a person believed that they would receive fair treatment if a complaint was made, as represented by a code.
Data Element Concept:	Person—fair treatment if a complaint was made
Value Domain:	5 point frequency scale code N

Value domain attributes

Representational attributes

Representation class:	Code
Data type:	Number
Format:	N
Maximum character length:	1

	Value	Meaning
Permissible values:	1	Never
	2	Rarely
	3	Sometimes
	4	Usually
	5	Always
Supplementary values:	7	Not applicable
	9	Not stated/inadequately described

Collection and usage attributes

Guide for use:	Code 9 includes those answers deemed to be illegible and where the respondent has selected multiple responses for the question.
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Source and reference attributes

Submitting organisation:	Mental Health Information Strategy Standing Committee
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Data element attributes

Source and reference attributes

Submitting organisation:	Mental Health Information Strategy Standing Committee
Steward:	Australian Institute of Health and Welfare

Relational attributes

Implementation in Data Set Specifications: [Your Experience of Service National Best Endeavours Data Set](#)
[Health](#), Superseded 15/04/2021

DSS specific information:

This relates to question 9 of the YES survey instrument. The full question is:
Thinking about the care you have received from this service within the last 3 months or less, you believe that you would receive fair treatment if you made a complaint
Never, Rarely, Sometimes, Usually, Always or Not applicable?

[Your Experience of Service National Best Endeavours Data Set 2019–](#)
[Health](#), Standard 15/04/2021

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