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-uat.aihw.gov.au/RegistrationAuthority/14), 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-uat.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-uat.aihw.gov.au/content/564670) |
| Value Domain: | [Yes/no/not stated/inadequately described code N](https://meteor-uat.aihw.gov.au/content/301747) |

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| Value domain attributes | | |
| Representational attributes | | |
| Representation class: | Code | |
| Data type: | Number | |
| 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 described  This code is not for use in primary data collections. |



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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-uat.aihw.gov.au/content/529180)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 13/11/2014 |
| Implementation in Data Set Specifications: | [Mental health establishments NMDS 2015-16](https://meteor-uat.aihw.gov.au/content/565661)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 04/09/2015  ***Implementation start date:*** 01/07/2015 ***Implementation end date:*** 30/06/2016  [Mental health establishments NMDS 2016-17](https://meteor-uat.aihw.gov.au/content/605829)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 17/08/2017  ***Implementation start date:*** 01/07/2016 ***Implementation end date:*** 30/06/2017  [Mental health establishments NMDS 2017–18](https://meteor-uat.aihw.gov.au/content/645723)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 25/01/2018  ***Implementation start date:*** 01/07/2017 ***Implementation end date:*** 30/06/2018  [Mental health establishments NMDS 2018–19](https://meteor-uat.aihw.gov.au/content/677892)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 12/12/2018  ***Implementation start date:*** 01/07/2018 ***Implementation end date:*** 30/06/2019  [Mental health establishments NMDS 2019–20](https://meteor-uat.aihw.gov.au/content/707557)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 16/01/2020  ***Implementation start date:*** 01/07/2019 ***Implementation end date:*** 30/06/2020  [Mental health establishments NMDS 2020–21](https://meteor-uat.aihw.gov.au/content/722168)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 20/01/2021  ***Implementation start date:*** 01/07/2020 ***Implementation end date:*** 30/06/2021  [Mental health establishments NMDS 2021–22](https://meteor-uat.aihw.gov.au/content/727352)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Superseded 17/12/2021  ***Implementation start date:*** 01/07/2021 ***Implementation end date:*** 30/06/2022  [Mental health establishments NMDS 2022–23](https://meteor-uat.aihw.gov.au/content/742046)  [Health!](https://meteor-uat.aihw.gov.au/RegistrationAuthority/14), Standard 17/12/2021  ***Implementation start date:*** 01/07/2022  ***Implementation end date:*** 30/06/2023 |