

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: | HealthI , 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. |
|-----------------------|---|

Source and reference attributes

| | |
|---------------------------------|---|
| Submitting organisation: | Mental Health Information Strategy Standing Committee |
|---------------------------------|---|

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Implementation in Data Set Specifications: [Your Experience of Service National Best Endeavours Data Set Health!](#), Superseded 15/04/2021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