

# Building disputes

February 2025

Data correct as at 08/04/2025

**89**

Total  
complaints



**65**

Workmanship



**16**

Contractual



**8**

Workmanship  
and contractual

**694**

Complaints from  
1 July 2024

**-13%** ↓

From this time  
last year

**+23%** ↑

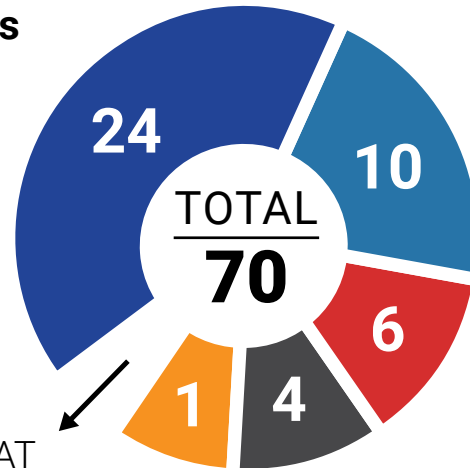
From last month

## Decisions/outcomes

- Mediated
- Withdrawn
- Dismissed
- Refused
- Orders  
remedy/conciliation



25 referred to SAT



## Top 5 complaint types



### Fixing and joinery

Cupboards and benchtops – internal and external



### Breach of contract

General



### Gutters and downpipes



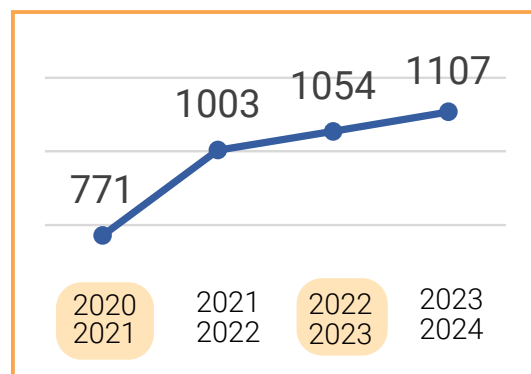
### Plumbing



### Windows, window frames and flyscreens

Excludes glazing

## Complaints by year



**575**

Active  
complaints

**179**

Average days  
to close