



Building disputes

Number of complaints

Mediated

Withdrawn

Dismissed

Refused

Orders

11 Contractual and workmanship

63 Workmanship

23 Contractual

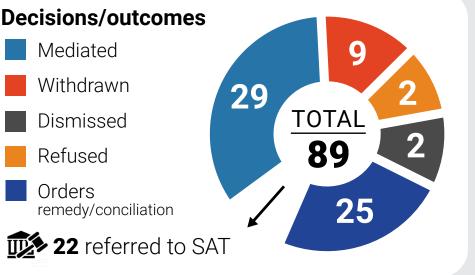
938

Complaints from 1 July 2023

April 2024









Top 5 complaint types

remedy/conciliation



Doors and Door frames (both metal and timber) including hardware



Brickwork (includes stone and block work)



Electrical (includes phone and data)

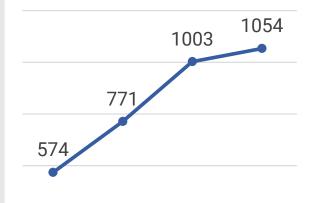


Gutters and downpipes



Tiling – wall and floor

Complaints by year



2019 2020

2020 2021 2021 2022 2022 2023