

# Building disputes

## January 2024

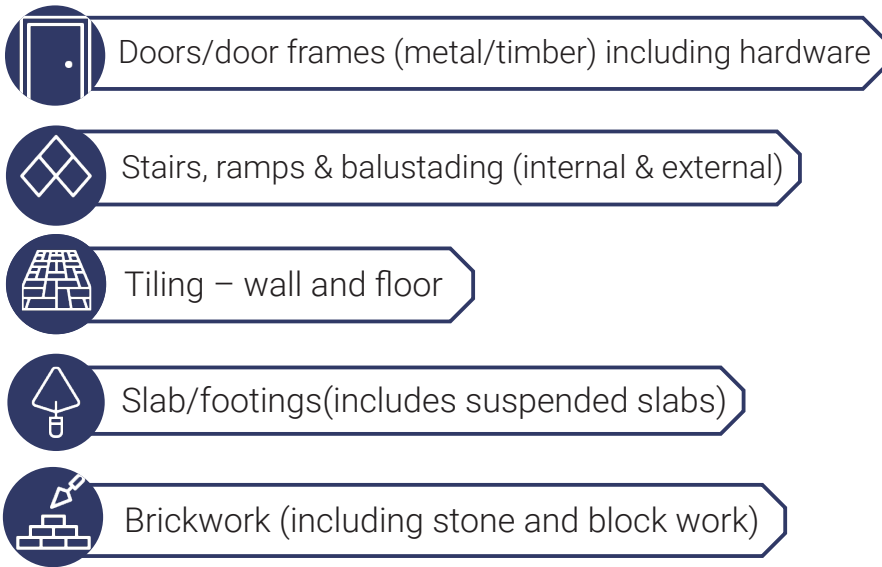
### Number of complaints



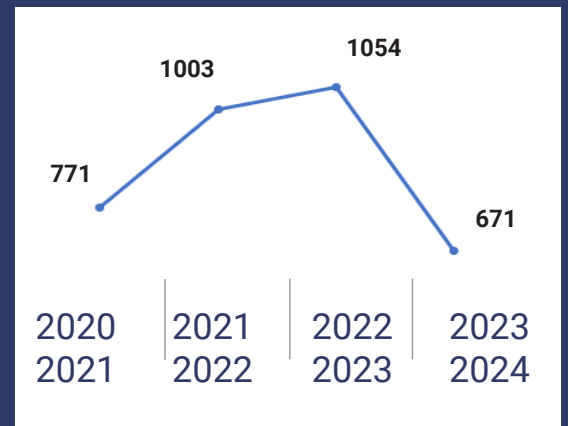
-9% from this time last year

-12% from last month

### Top 5 complaint types

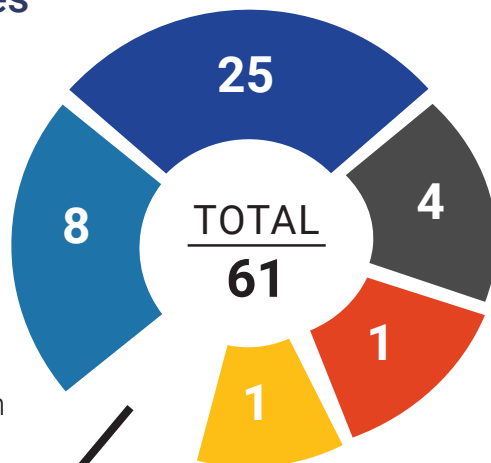


### Complaints by year



### Decisions/outcomes

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- Withdrawn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



**22** Referred to SAT

Active complaints

581

Average days to close

179