

# Building disputes

September 2024

Data correct as at 11/10/24

**88**  
Total  
complaints



**59**  
Workmanship



**20**  
Contractual



**9**  
Workmanship  
and contractual

**279**  
Complaints from  
1 July 2024

**-2%** ↓  
From this time  
last year

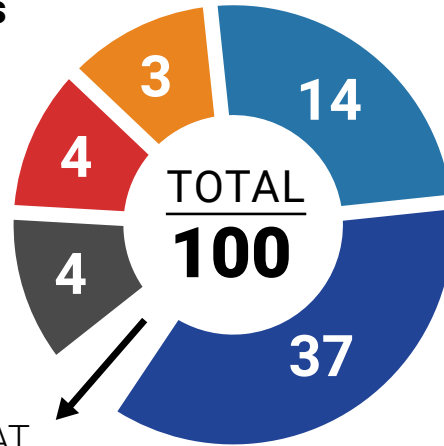
**+5%** ↑  
From last month

## Decisions/outcomes

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- Withdrawn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



**38** referred to SAT



## Top 5 complaint types



### Doors and door frames

Metal and timber – including hardware



### Ceilings and cornices

Internal only



### Fixtures and fittings

Includes garage doors and clothes lines



### Windows, window frames and flyscreens

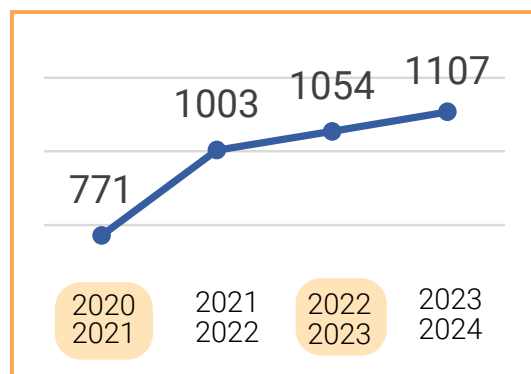
Excludes glazing



### Fixing, joinery, cupboards and benchtops

Internal/external

## Complaints by year



**501**  
Active  
complaints

**192**  
Average days  
to close