

# Building disputes

March 2025

Data correct as at 28/04/2025

**109**

Total  
complaints



**68**

Workmanship



**23**

Contractual



**18**

Workmanship  
and contractual

**803**

Complaints from  
1 July 2024

**+58%** ↑

From this time  
last year

**+22%** ↑

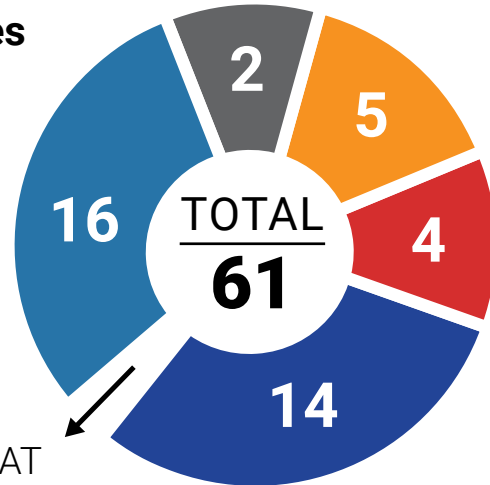
From last month

## Decisions/outcomes

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- Withdrawn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



20 referred to SAT



## Top 5 complaint types



### Doors and door frames

Metal and timber – including hardware



### Fixing and joinery

Cupboards and benchtops – internal and external



### Breach of contract

Time for performance



### Breach of contract

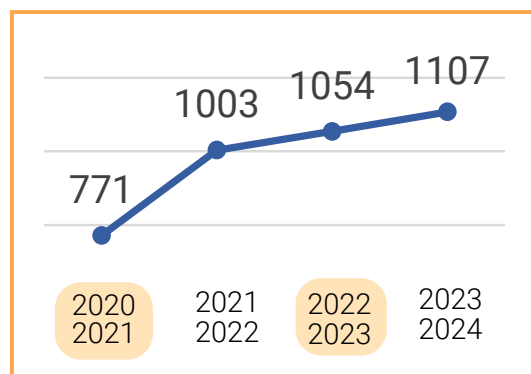
General



### Tiling

Wall and floor

## Complaints by year



**577**

Active  
complaints

**167**

Average days  
to close