

# Building disputes

June 2025

Data correct as at 11/05/25

**78**  
Total  
complaints

**58**   
Workmanship

**10**   
Contractual

**10**   
Workmanship  
and contractual

**558** Active  
complaints

**203** Average days  
to close

**1050** Complaints from 1 July 2024

↓ **-9%** From this time last year

↓ **-3%** From last month

## Top 5 complaint types



**Doors and door frames**  
Metal and timber – including hardware



**Water ingress**



**Fixing and joinery**  
Cupboards and benchtops – internal/external

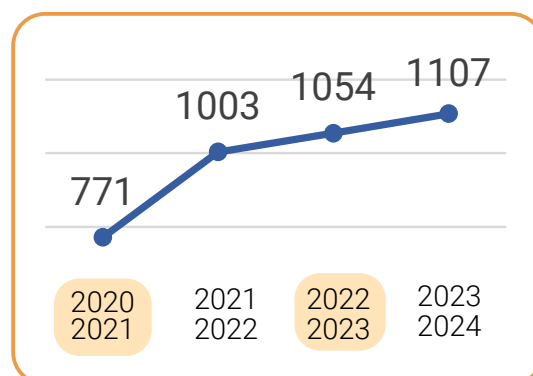


**Ceilings and cornices**  
Internal only



**Brickwork**  
Includes stone and block work

## Complaints by year

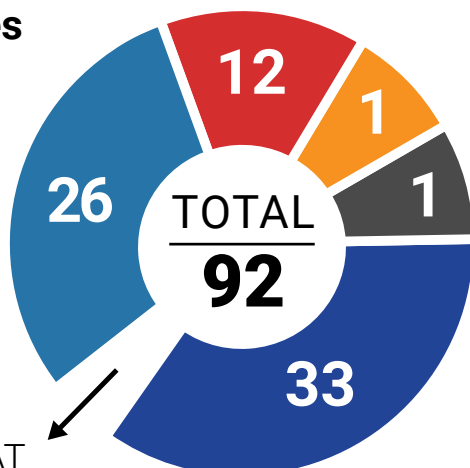


## Decisions/outcomes

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-  Withdrawn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



**19** referred to SAT



## Pro-fit Typlex 1050 resin polybutylene plumbing pipe complaints

**118** Open complaints

**13** Building Remedy  
Orders issued

**59** Proposed  
Building Remedy  
Orders issued