

Annual building disputes report

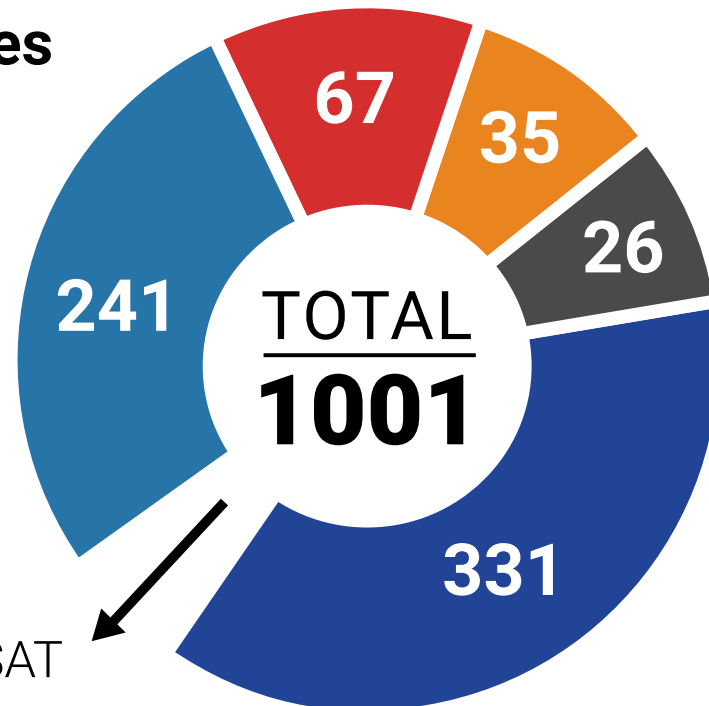
2024-25

Data correct as at 16/09/25

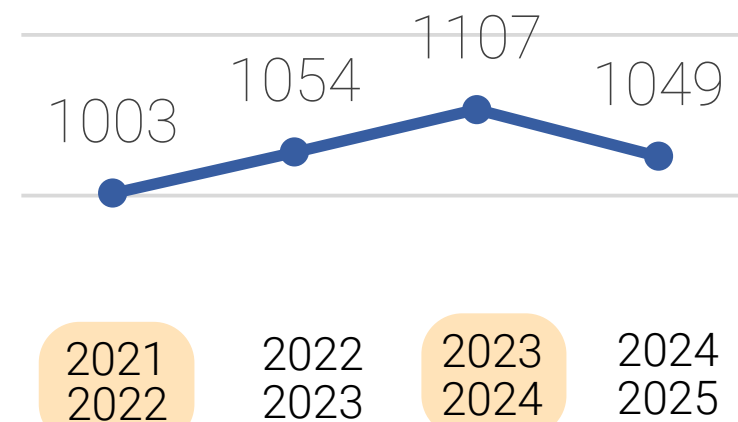
Decisions/outcomes

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- Withdrawn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

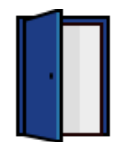
 **300** referred to SAT



Complaints by year



Top complaints



Doors and door frames
Metal and timber – including hardware



Brickwork
Includes stone and block work



Tiling
Wall and floor



Water ingress



Fixing and joinery
Cupboards and benchtops – internal/external

508

Active
complaints

177

Average days
to close

1,049

Total complaints



717

Workmanship



215

Contractual



107

Workmanship
and contractual

-0.5%

From this time
last year