

Building disputes report

Annual 2025-26



2025-26 complaints

1200



Active complaints

890



Average days to close

228

2025-26 complaints by type

884

203

113

- Workmanship
- Contractual
- Workmanship and contractual

Total

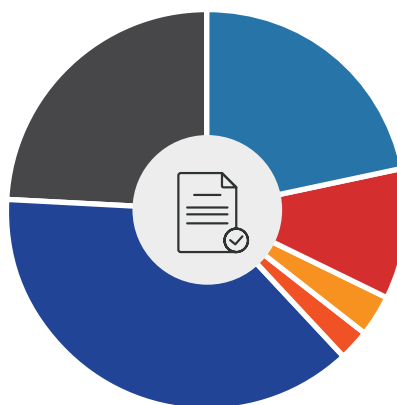
1200

Top complaints for 2025-26

- 1 **Doors and door frames** – metal and timber (including hardware)
- 2 **Tiling** – wall and floorware
- 3 **Water ingress**
- 4 **Gutters and downpipes**
- 5 **Fixing, joinery, cupboards and benchtops** – internal/external



Decisions/outcomes



Total **822**

- Mediated **183**
- Withdrawn **81**
- Refused **24**
- Dismissed **16**
- Orders remedy/conciliation **317**
- Referred to SAT **201**

Complaints by year

