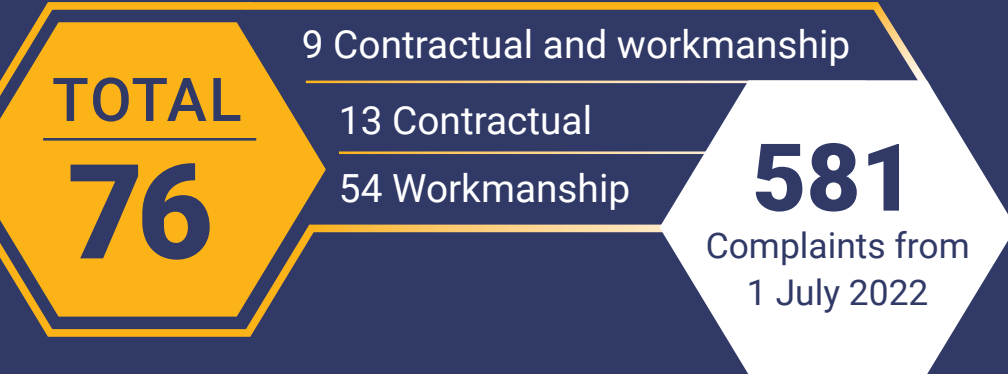




# Building disputes

## January 2023

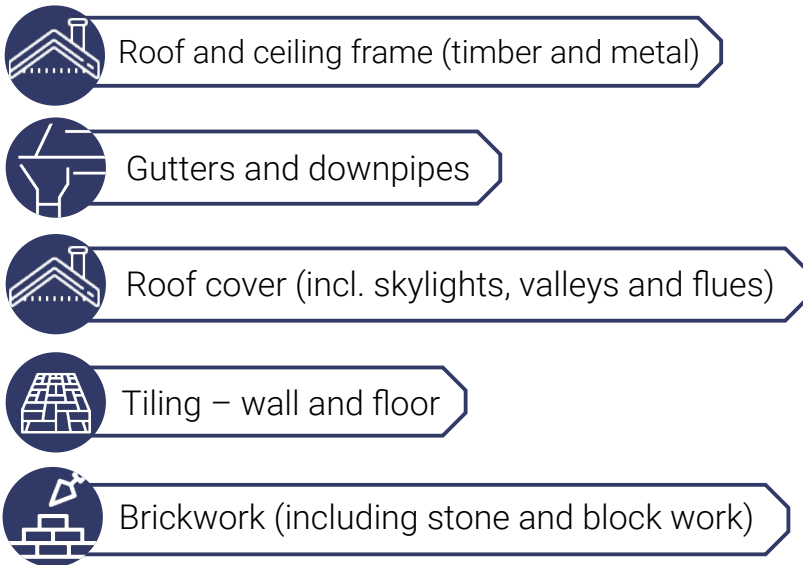
### Number of complaints



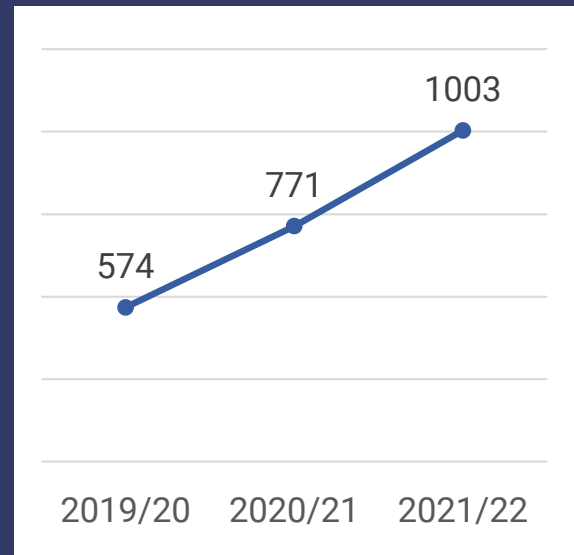
**+4%** change  
from last month

**+15%** from this  
time last year

### Top 5 complaint types

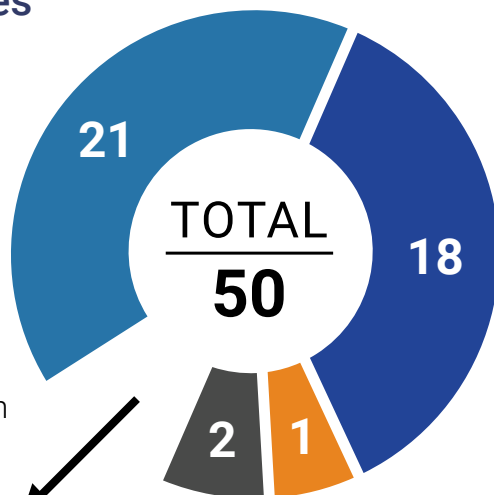


### Complaints by year



### Decisions/outcomes

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- Withdrawn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



**8**  
Referred to SAT

Active  
complaints

**558\***

Average  
days to  
close

**153**