



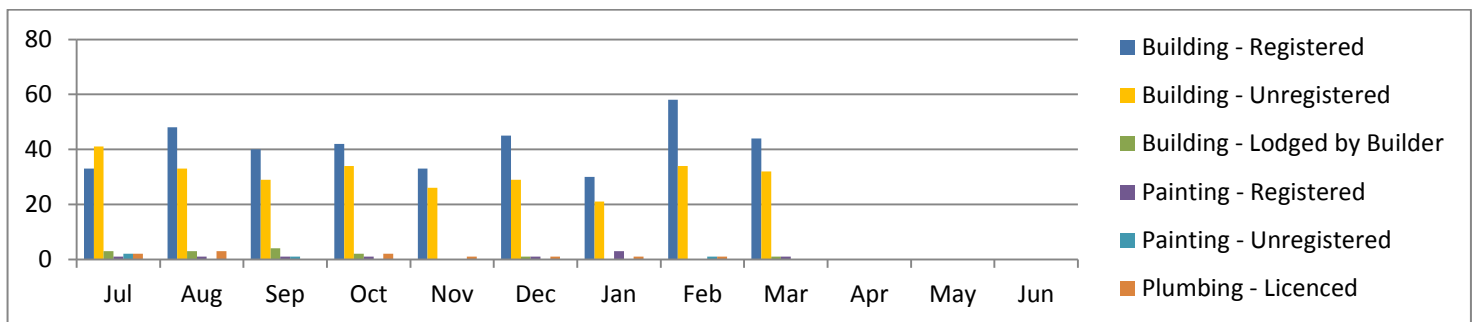
Compliance Report

3rd Quarter 2014/2015

COMPLAINT ACTIVITIES

Complaints Received

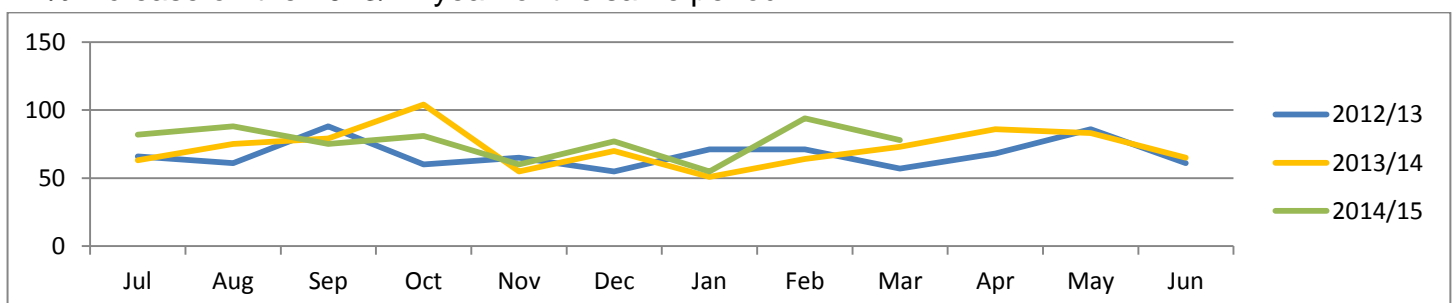
The total number of complaints received for the quarter was 227. Of these, 219 related to a building service, with 132 being about a registered builder, four about a registered painter and two related to a licenced plumber. There were 87 complaints lodged about unregistered entities with 86 of them being in relation to building work that does not require it to be undertaken by a registered builder and one relating to painting work. There were three complaints lodged by builders relating to contractual disputes.



Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building - Registered	33	48	40	42	33	45	30	58	44				373
Building - Unregistered	41	33	29	34	26	29	21	34	32				279
Building - Lodged by Builder	3	3	4	2	0	1	0	0	1				14
Painting - Registered	1	1	1	1	0	1	3	0	1				9
Painting - Unregistered	2	0	1	0	0	0	0	1	0				4
Plumbing - Licenced	2	3	0	2	1	1	1	1	0				11
Plumbing - Unlicenced	0	0	0	0	0	0	0	0	0				0
	82	88	75	81	60	77	55	94	78	0	0	0	690

Total Complaints Received – Financial Year Comparison

The 227 complaints received represent an approximate 14% increase on the 2012/13 fiscal year and a 21% increase on the 2013/14 year for the same period.

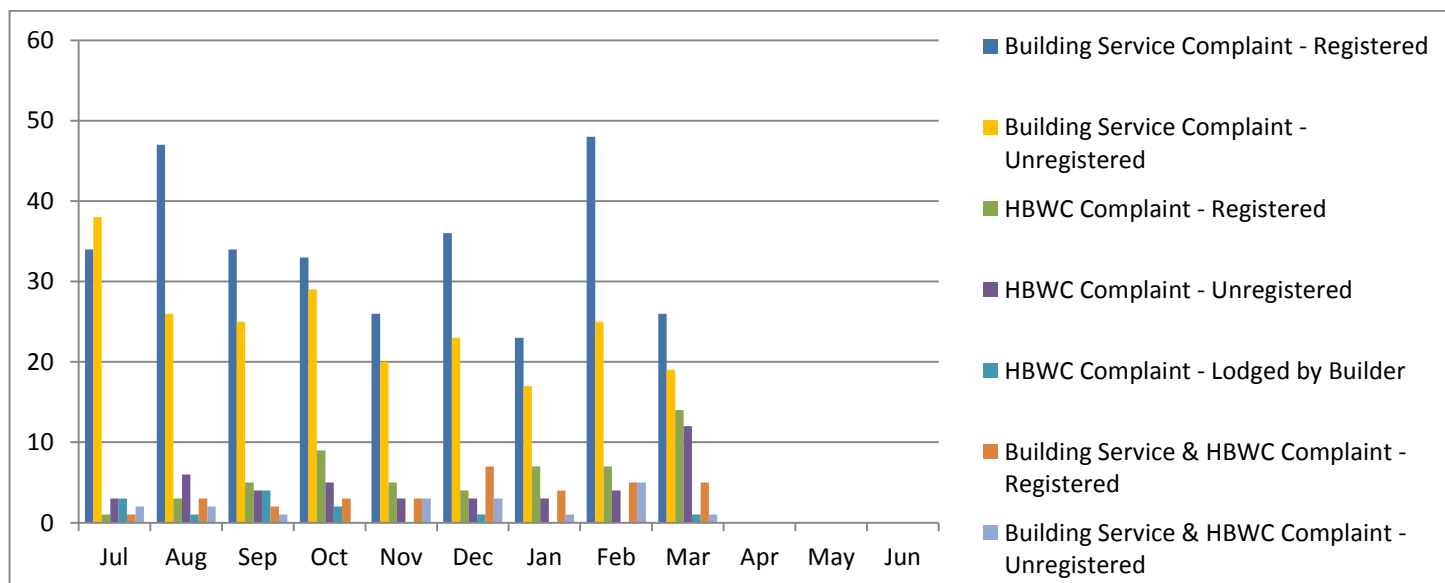


Building Compliance Report – 3rd Quarter 2014/2015

Total Complaints Received - Financial Year Comparison													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	66	61	88	60	65	55	71	71	57	68	86	61	809
2013/14	63	75	79	104	55	70	51	64	73	86	83	65	868
2014/15	82	88	75	81	60	77	55	94	78				690

Type of Complaints Received

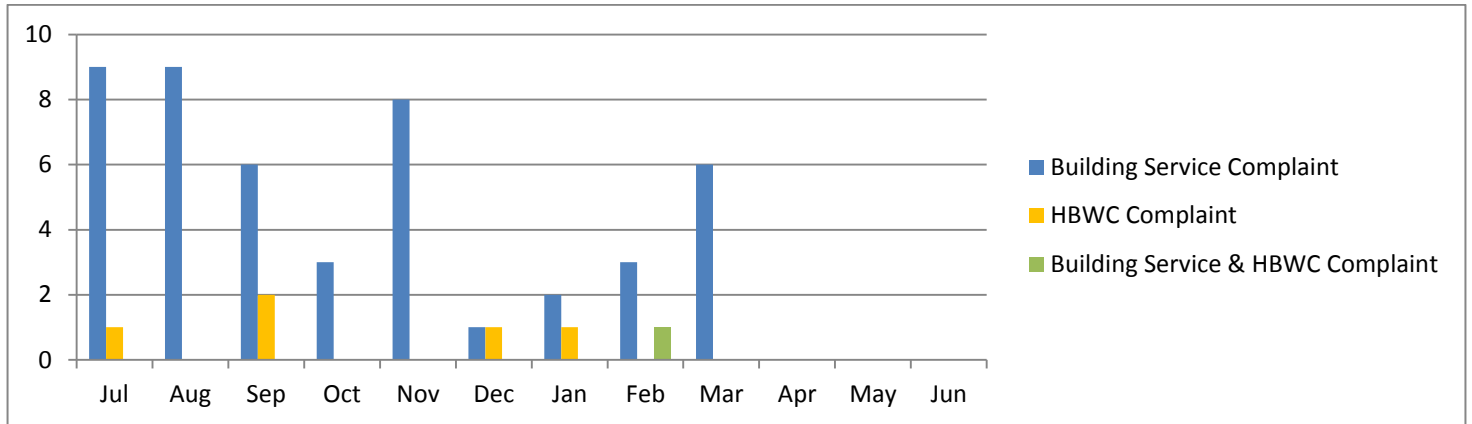
There were 158 building services complaints lodged during the quarter with 97 of those being against a registered building service provider and 61 against an unregistered entity. Complaints relating to contractual matters totalled 48. Of these, 28 were against a registered building service provider, 19 against an unregistered entity and one was lodged by a builder or contractor. There were 21 complaints lodged that involved both building service and contractual disputes with 14 of these being against registered building service providers and seven against unregistered entities.



Type of Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building Service Complaint - Registered	34	47	34	33	26	36	23	48	26				307
Building Service Complaint - Unregistered	38	26	25	29	20	23	17	25	19				222
HBWC Complaint - Registered	1	3	5	9	5	4	7	7	14				55
HBWC Complaint - Unregistered	3	6	4	5	3	3	3	4	12				43
HBWC Complaint - Lodged by Builder	3	1	4	2	0	1	0	0	1				12
Building Service & HBWC Complaint - Registered	1	3	2	3	3	7	4	5	5				33
Building Service & HBWC Complaint - Unregistered	2	2	1	0	3	3	1	5	1				18
	82	88	75	81	60	77	55	94	78	0	0	0	690

Complaints Refused

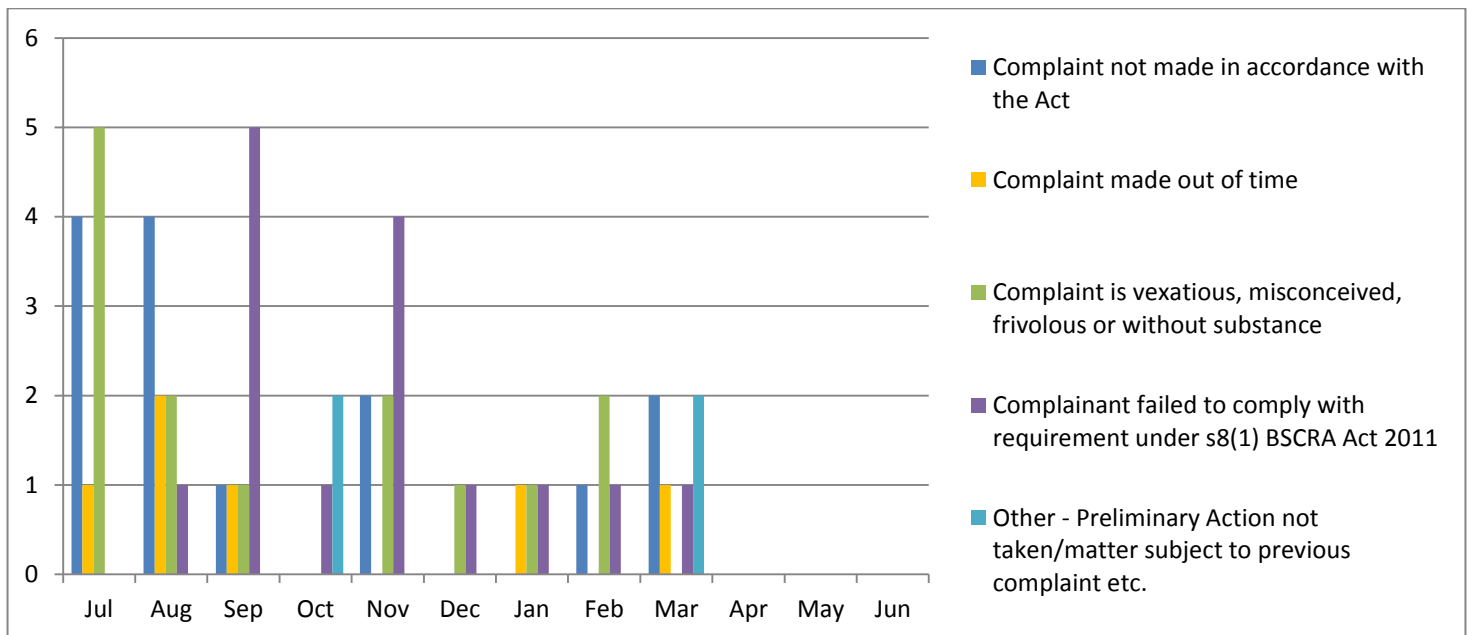
There were 13 complaints refused by the Building Commissioner during the quarter. Of these, 11 were building service complaints, one for a contractual complaint and one was for a building service and contractual complaint.



Complaints Refused														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Building Service Complaint	9	9	6	3	8	1	2	3	6				47	
HBWC Complaint	1	0	2	0	0	1	1	0	0				5	
Building Service & HBWC Complaint	0	0	0	0	0	0	0	1	0				1	
	10	9	8	3	8	2	3	4	6	0	0	0	53	

Reason for Complaint Refusal

The most common reason for complaint refusal was that the complaint was not made in accordance with the Act and that the complainant failed to comply with a requirement under s8(1) of the CRA (three each).

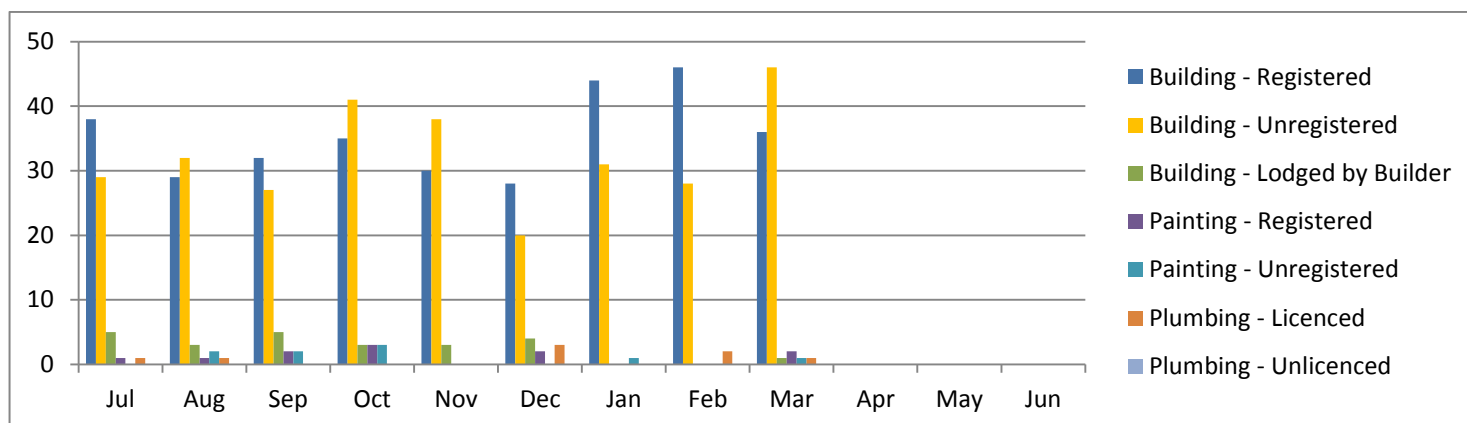


Building Compliance Report – 3rd Quarter 2014/2015

Reason for Complaint Refusal													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint not made in accordance with the Act	4	4	1	0	2	0	0	1	2				14
Complaint made out of time	1	2	1	0	0	0	1	0	1				6
Complaint is vexatious, misconceived, frivolous or without substance	5	2	1	0	2	1	1	2	0				14
Complainant failed to comply with requirement under s8(1) BSCRA Act 2011	0	1	5	1	4	1	1	1	1				15
Other - Preliminary Action not taken/matter subject to previous complaint etc.	0	0	0	2	0	0	0	0	2				4
	10	9	8	3	8	2	3	4	6	0	0	0	53

Complaints Finalised

During the quarter there were a total of 239 complaints finalised. There were 131 complaints finalised against registered building service providers, 126 relating to building, two painting and three relating to plumbing. There were 107 complaints finalised relating to unregistered work with 105 relating to building and two to painting. There was also one contractual complaint that was lodged by a builder finalised during the month.

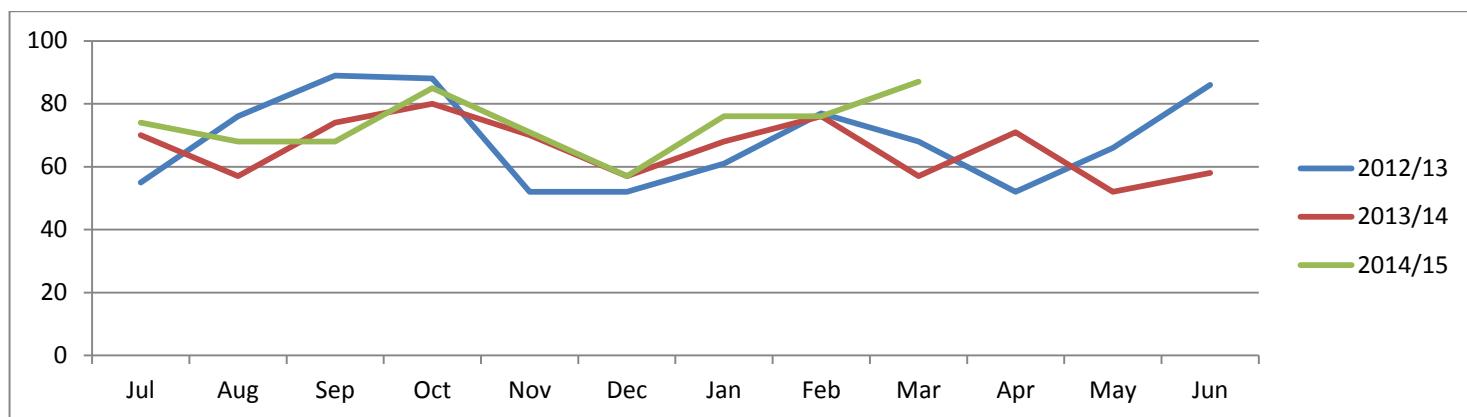


Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building - Registered	38	29	32	35	30	28	44	46	36				318
Building - Unregistered	29	32	27	41	38	20	31	28	46				292
Building - Lodged by Builder	5	3	5	3	3	4	0	0	1				24
Painting - Registered	1	1	2	3	0	2	0	0	2				11
Painting - Unregistered	0	2	2	3	0	0	1	0	1				9
Plumbing - Licenced	1	1	0	0	0	3	0	2	1				8
Plumbing - Unlicenced	0	0	0	0	0	0	0	0	0				0
	74	68	68	85	71	57	76	76	87	0	0	0	662

Total Complaints Finalised – Financial Year Comparison

The 239 complaints finalised for the third quarter represents an approximate 19% increase on the 2013/14 year and 16% increase on 2012/13 for the same period.

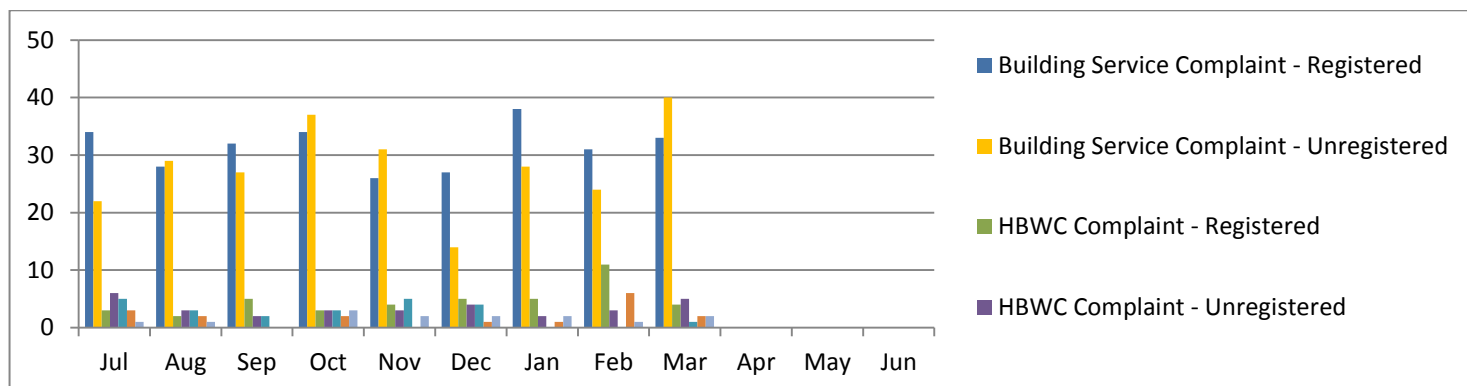
Building Compliance Report – 3rd Quarter 2014/2015



Total Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	55	76	89	88	52	52	61	77	68	52	66	86	822
2013/14	70	57	74	80	70	57	68	76	57	71	52	58	790
2014/15	74	68	68	85	71	57	76	76	87				662

Type of Complaints Finalised

Building service complaints finalised during the quarter totalled 194 with 102 being against registered building service providers and 92 against unregistered entities. There were 31 contractual complaints finalised, 20 against registered building service providers, ten against unregistered entities and one that was lodged by a builder or contractor. Nine complaints involving building service and contractual disputes against registered building service providers and five against unregistered entities were finalised.

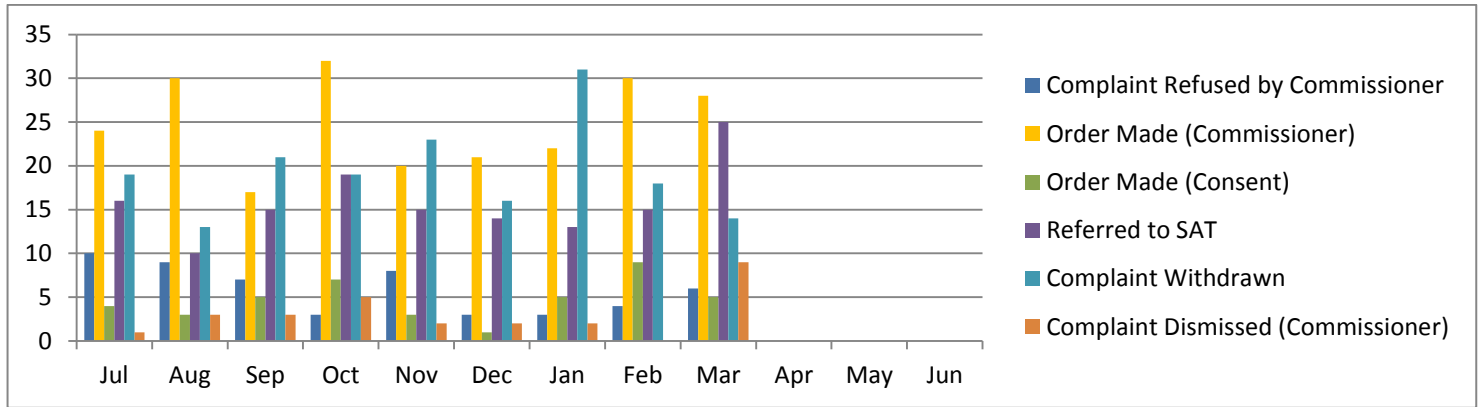


Type of Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building Service Complaint - Registered	34	28	32	34	26	27	38	31	33				283
Building Service Complaint - Unregistered	22	29	27	37	31	14	28	24	40				252
HBWC Complaint - Registered	3	2	5	3	4	5	5	11	4				42
HBWC Complaint - Unregistered	6	3	2	3	3	4	2	3	5				31
HBWC Complaint - Lodged by Builder	5	3	2	3	5	4	0	0	1				23
Building Service & HBWC Complaint - Registered	3	2	0	2	0	1	1	6	2				17
Building Service & HBWC Complaint - Unregistered	1	1	0	3	2	2	2	1	2				14
	74	68	68	85	71	57	76	76	87	0	0	0	662

Building Compliance Report – 3rd Quarter 2014/2015

Complaint Outcomes (by month)

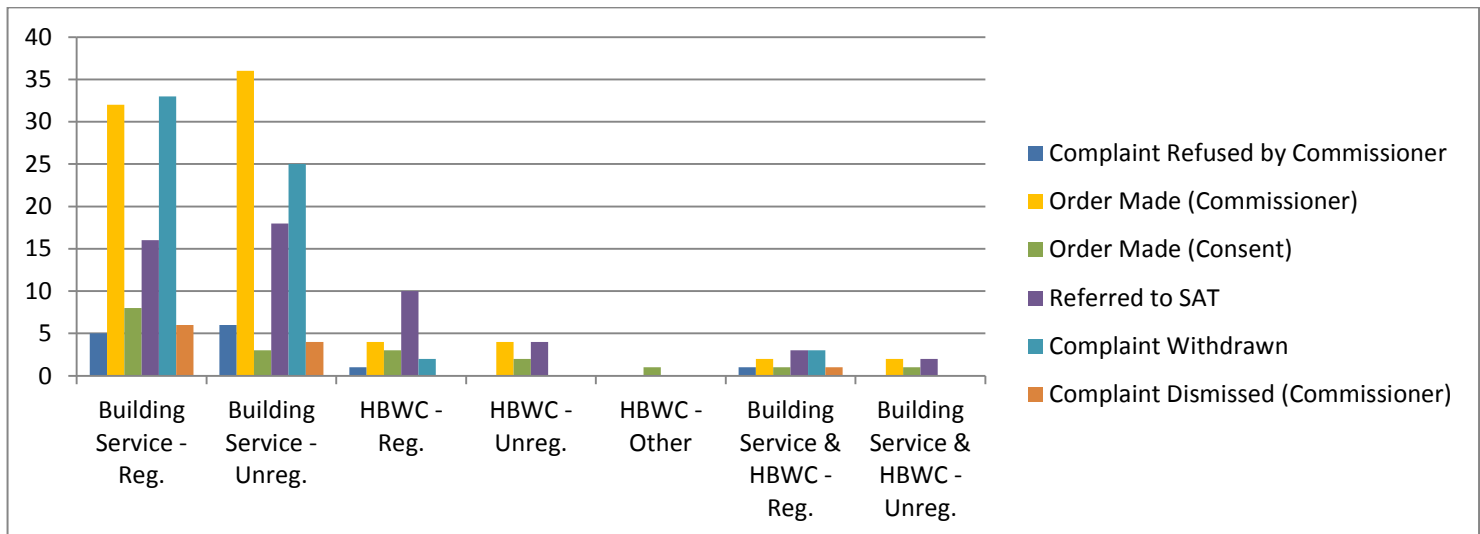
The main outcome for complaints during the quarter was an order made by the Building Commissioner (90), representing approximately 38% of all complaint outcomes. Complaint withdrawn was the second highest outcome with 73, representing approximately 31% of all outcomes.



Complaint Outcomes (by month)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint Refused by Commissioner	10	9	7	3	8	3	3	4	6				53
Order Made (Commissioner)	24	30	17	32	20	21	22	30	28				224
Order Made (Consent)	4	3	5	7	3	1	5	9	5				42
Referred to SAT	16	10	15	19	15	14	13	15	25				142
Complaint Withdrawn	19	13	21	19	23	16	31	18	14				174
Complaint Dismissed (Commissioner)	1	3	3	5	2	2	2	0	9				27
	74	68	68	85	71	57	76	76	87	0	0	0	662

Complaint Outcomes (by type)

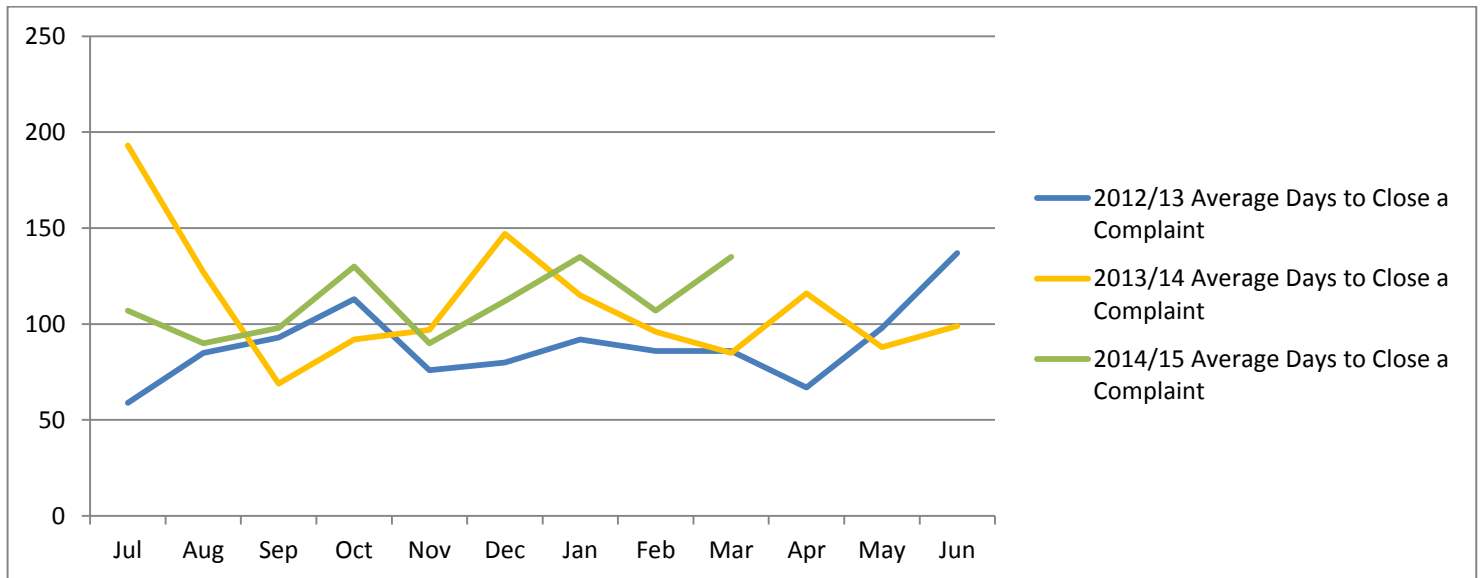
The main outcomes for building service complaints against a registered building service provider during the quarter were order made by Commissioner (80), withdrawn (63) and referred to SAT (53). There were no other real significant trends for the type of complaint outcomes during the quarter.



Building Compliance Report – 3rd Quarter 2014/2015

Complaint Outcomes (by type)								
	Building Service - Reg.	Building Service - Unreg.	HBWC - Reg.	HBWC - Unreg.	HBWC - Other	Building Service & HBWC - Reg.	Building Service & HBWC - Unreg.	Total
Complaint Refused by Commissioner	5	6	1	0	0	1	0	13
Order Made (Commissioner)	32	36	4	4	0	2	2	80
Order Made (Consent)	8	3	3	2	1	1	1	19
Referred to SAT	16	18	10	4	0	3	2	53
Complaint Withdrawn	33	25	2	0	0	3	0	63
Complaint Dismissed (Commissioner)	6	4	0	0	0	1	0	11
	100	92	20	10	1	11	5	239

Timeliness



Timeliness													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13 Average Days to Close a Complaint	59	85	93	113	76	80	92	86	86	67	98	137	89
2013/14 Average Days to Close a Complaint	193	127	69	92	97	147	115	96	85	116	88	99	110
2014/15 Average Days to Close a Complaint	107	90	98	130	90	112	135	107	135				84

AUDIT ACTIVITIES

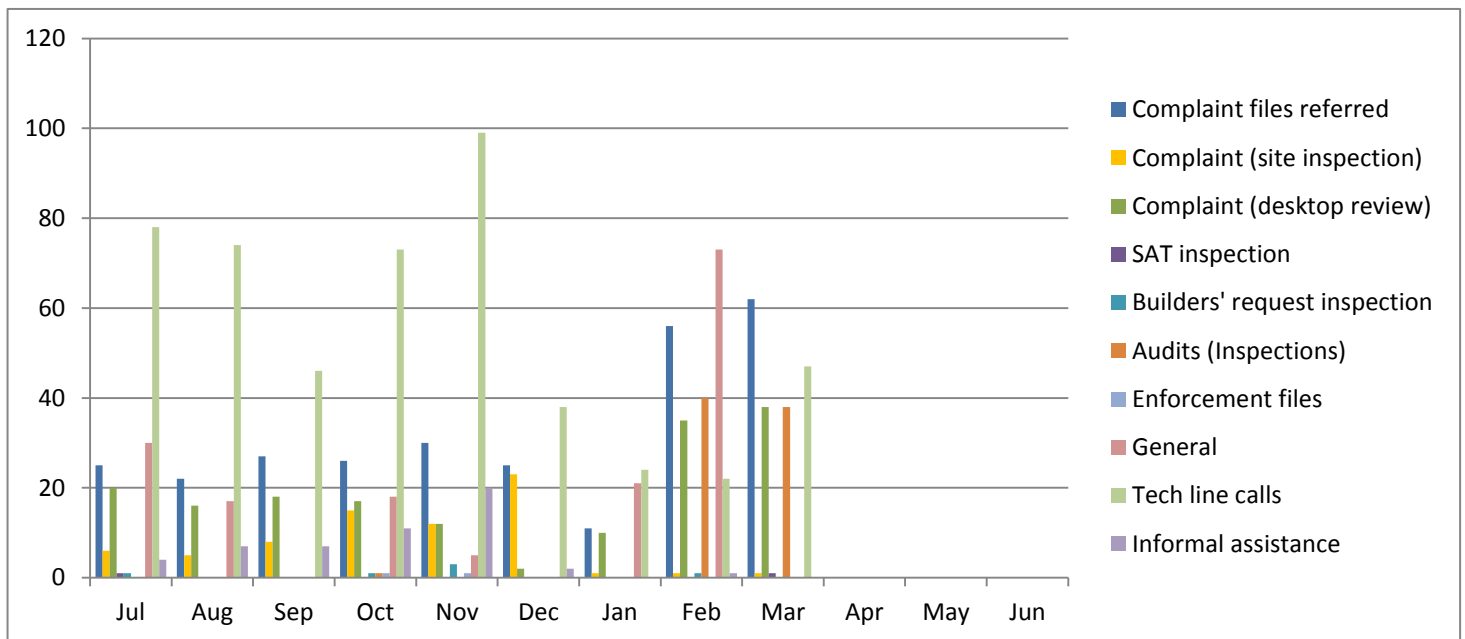
INSPECTIONS

Building Inspections

There were 129 complaint files referred for technical review during the quarter, which resulted in 83 desktop reviews and three site inspections being carried out. There was one inspection carried out at the request of a builder and one inspection at the request of SAT.

During the quarter there were 78 inspections conducted as part of the audit program and 94 general inspections carried out.

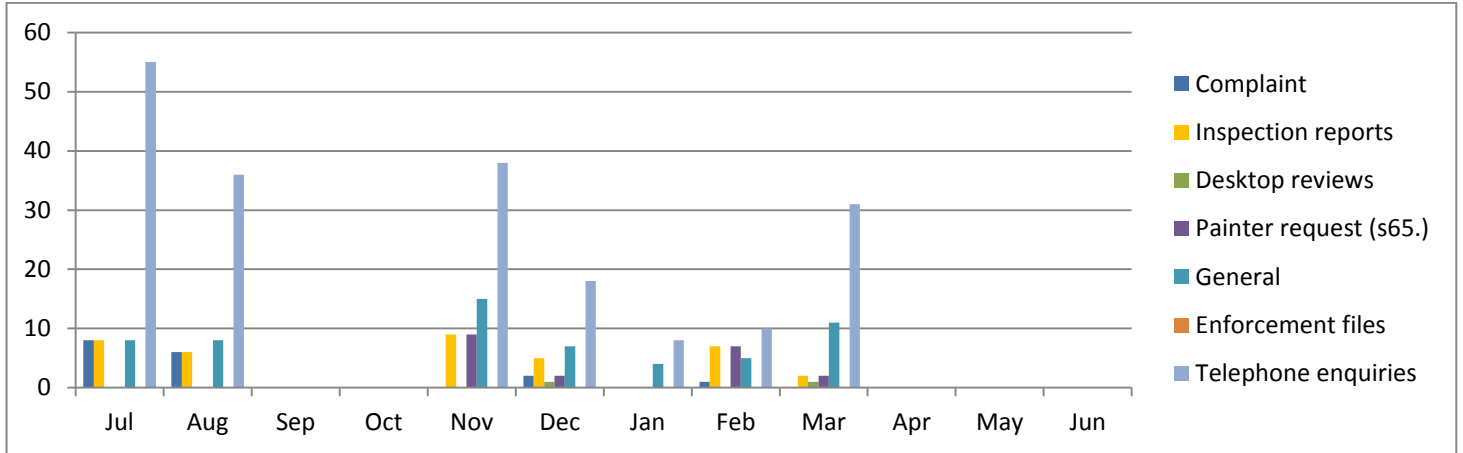
A total of 93 tech line calls were received during the quarter and there was one instance of assistance provided for informal complaints.



Building Inspections													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint files referred	25	22	27	26	30	25	11	56	62				284
Complaint (site inspection)	6	5	8	15	12	23	1	1	1				72
Complaint (desktop review)	20	16	18	17	12	2	10	35	38				168
SAT inspection	1	0	0	0	0	0	0	0	1				2
Builders' request inspection	1	0	0	1	3	0	0	1	0				6
Audits (Inspections)	0	0	0	1	0	0	0	40	38				79
Enforcement files	0	0	0	1	1	0	0	0	0				2
General	30	17	0	18	5	0	21	73	0				164
Tech line calls	78	74	46	73	99	38	24	22	47				501
Informal assistance	4	7	7	11	20	2	0	1	0				52

Painting Inspections

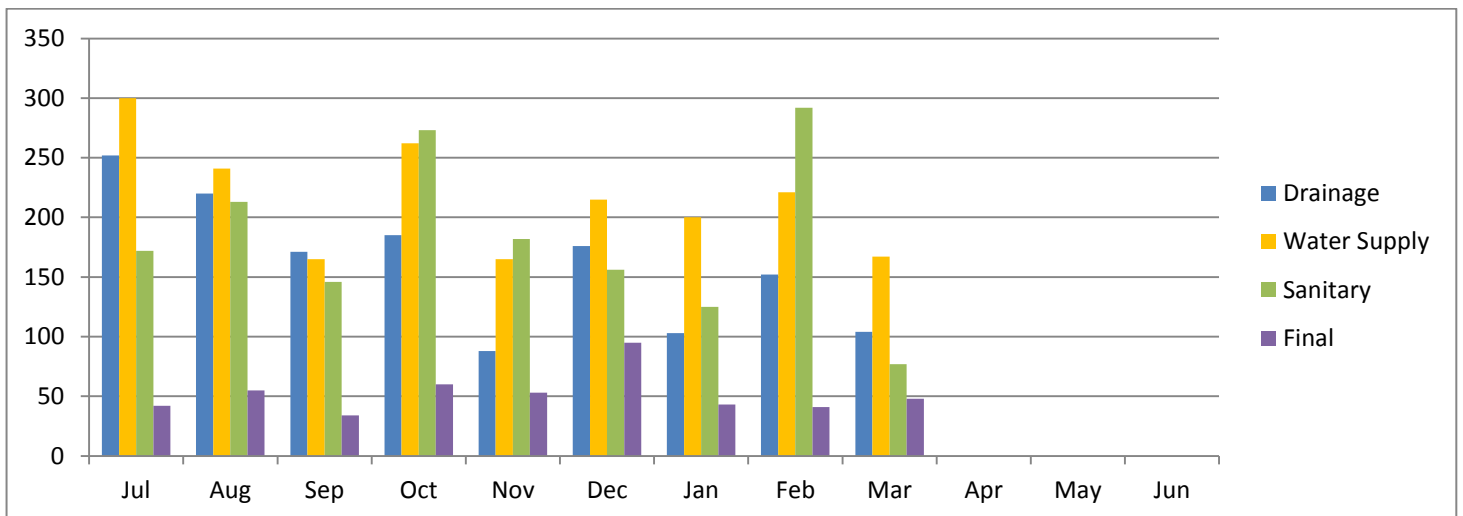
There was one complaint file referred to the Audit Branch during the quarter, nine inspection reports, one desktop review, nine requests for inspections from painters, 20 general inspections and 49 telephone enquiries.



Painting Inspections													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Complaint	8	6	0	0	0	2	0	1	0				17
Inspection reports	8	6	0	0	9	5	0	7	2				37
Desktop reviews	0	0	0	0	0	1	0	0	1				2
Painter request (s65.)	0	0	0	0	9	2	0	7	2				20
General	8	8	0	0	15	7	4	5	11				58
Enforcement files	0	0	0	0	0	0	0	0	0				0
Telephone enquiries	55	36	0	0	38	18	8	10	31				196

Plumbing Inspections

There were a total of 1573 plumbing inspections carried out during the second quarter. Of these, 359 were drainage inspections, 588 water supply, 494 sanitary and 132 final inspections.



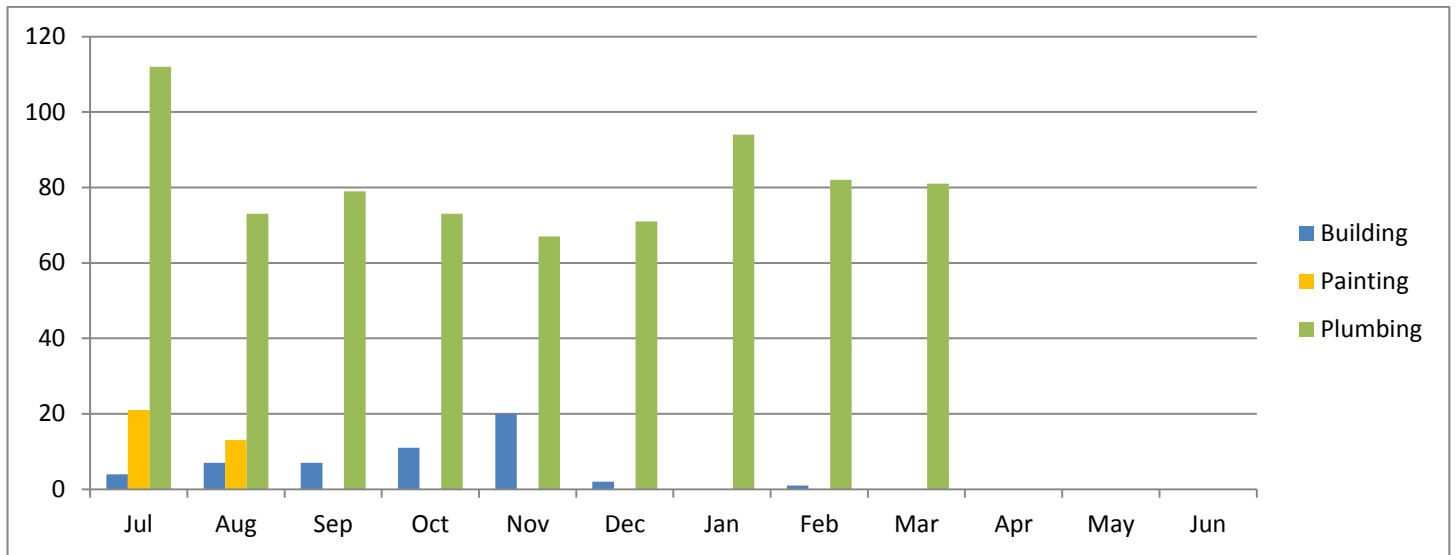
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Plumbing Inspections													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Drainage	252	220	171	185	88	176	103	152	104				1451
Water Supply	300	241	165	262	165	215	200	221	167				1936
Sanitary	172	213	146	273	182	156	125	292	77				1636
Final	42	55	34	60	53	95	43	41	48				471
	766	729	516	780	488	642	471	706	396	0	0	0	5494

INFORMAL COMPLAINTS

Informal Complaints Received

During the third quarter there were a total of 258 informal complaints received by the Audit Branch. Nearly all of these (257) related to plumbing while the remaining one was for building.



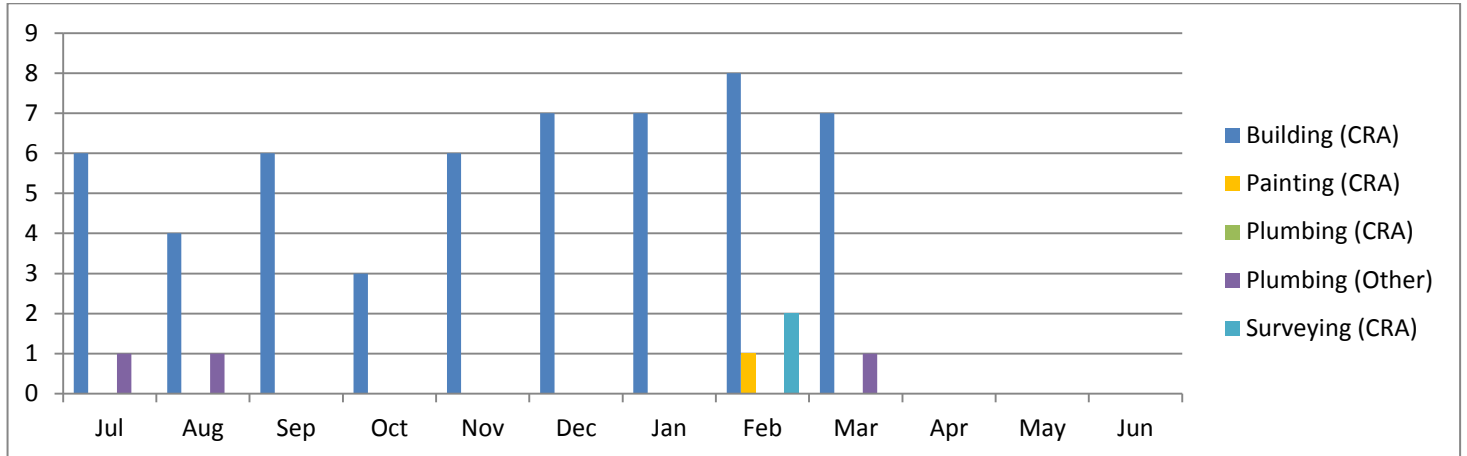
Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	4	7	7	11	20	2	0	1	0				52
Painting	21	13	0	0	0	0	0	0	0				34
Plumbing	112	73	79	73	67	71	94	82	81				732
	137	93	86	84	87	73	94	83	81	0	0	0	818

ENFORCEMENT ACTIVITIES

DISCIPLINARY COMPLAINTS

Disciplinary Complaints Received

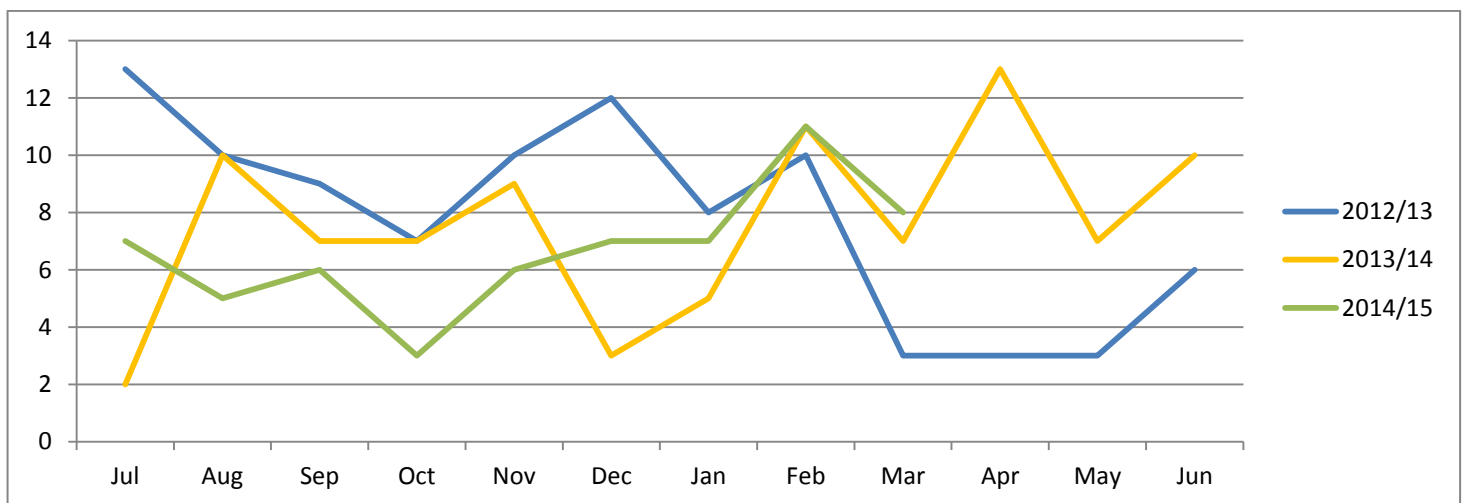
There were 26 disciplinary complaints received for the quarter, with all being complaints lodged under the *Building Services (Complaint Resolution and Administration) Act 2011*, except for one that was a complaint made under the plumbing regulations.



Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building (CRA)	6	4	6	3	6	7	7	8	7				54
Painting (CRA)	0	0	0	0	0	0	0	1	0				1
Plumbing (CRA)	0	0	0	0	0	0	0	0	0				0
Plumbing (Other)	1	1	0	0	0	0	0	0	1				3
Surveying (CRA)	0	0	0	0	0	0	0	2	0				2
	7	5	6	3	6	7	7	11	8	0	0	0	60

Total Disciplinary Complaints Received – Financial Year Comparison

The 26 complaints received is similar number for the same periods for the last two fiscal years when 23 and 21 were received for the 2013/14 and 2012/13 respectively.



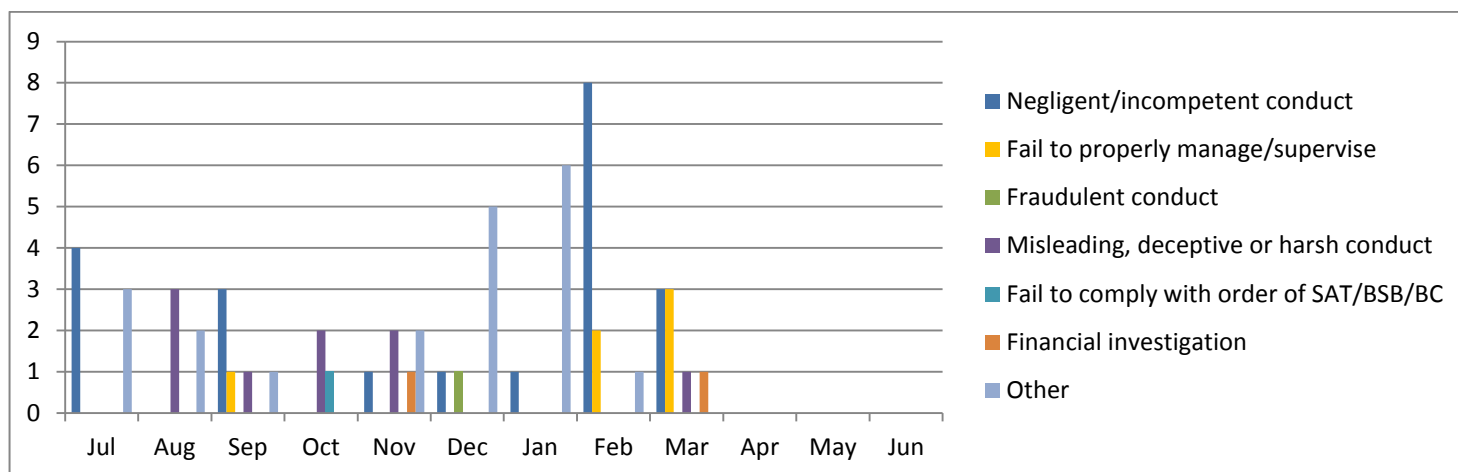
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Total Complaints Received - Financial Year Comparison													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	13	10	9	7	10	12	8	10	3	3	3	6	94
2013/14	2	10	7	7	9	3	5	11	7	13	7	10	91
2014/15	7	5	6	3	6	7	7	11	8				60

Type of Disciplinary Complaints Received

There were twelve disciplinary complaints received for negligent/incompetent conduct and five for fail to properly manage and supervise. One disciplinary complaint related to misleading, deceptive or harsh conduct and there were seven other complaints were for building contrary to plans (2); build unauthorised structure; unsafe scaffolding; incorrect installation of ceiling; using non-compliant plumbing fixtures; and c complaint about a registered building surveyor not inspecting works.

The high number of disciplinary complaints relating to negligent/incompetent conduct is attributed to the spate of complaints received in February against Benchmark Designer Homes and Freelifelife Homes, who have since gone into liquidation.

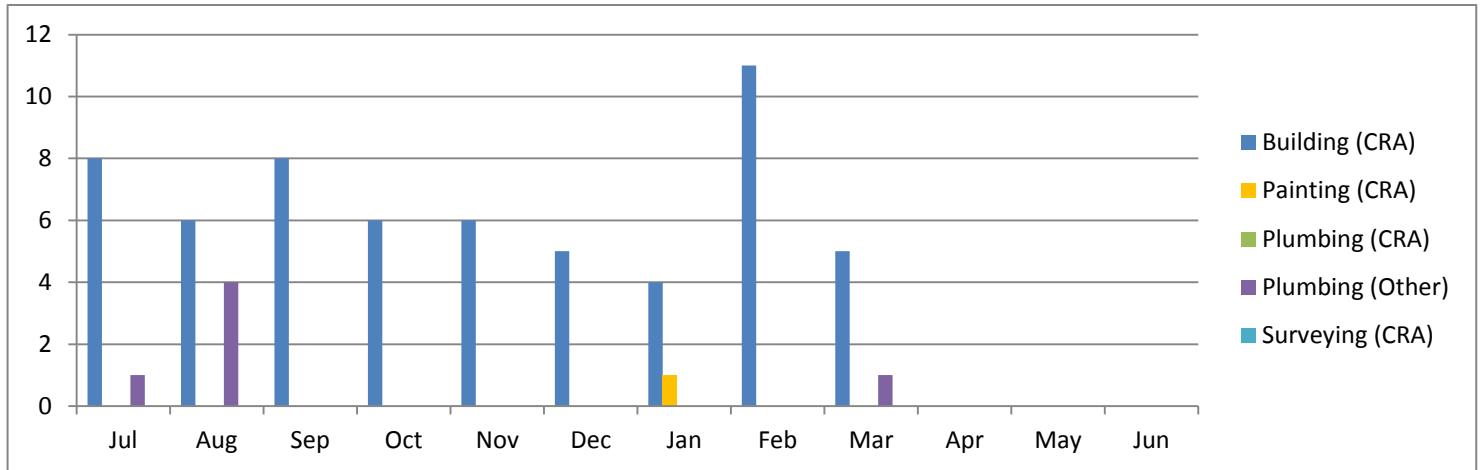


Type of Complaints Received														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Negligent/incompetent conduct	4	0	3	0	1	1	1	8	3				21	
Fail to properly manage/supervise	0	0	1	0	0	0	0	2	3				6	
Fraudulent conduct	0	0	0	0	0	1	0	0	0				1	
Misleading, deceptive or harsh conduct	0	3	1	2	2	0	0	0	1				9	
Fail to comply with order of SAT/BSB/BC	0	0	0	1	0	0	0	0	0				1	
Financial investigation	0	0	0	0	1	0	0	0	1				2	
Other	3	2	1	0	2	5	6	1	0				20	
	7	5	6	3	6	7	7	11	8	0	0	0	60	

Disciplinary Complaints Finalised

There were 23 disciplinary complaints finalised during the third quarter. Of these, 21 were against registered builders and one was against a registered painter under the *Building Services (Complaint Resolution and Administration) Act 2011*. One disciplinary complaint was made against a licensed plumber under the plumbing regulations. The 23 complaints finalised represents a 35% increase on the number of disciplinary complaints finalised during the second quarter and is 15% less than the first quarter of this year.

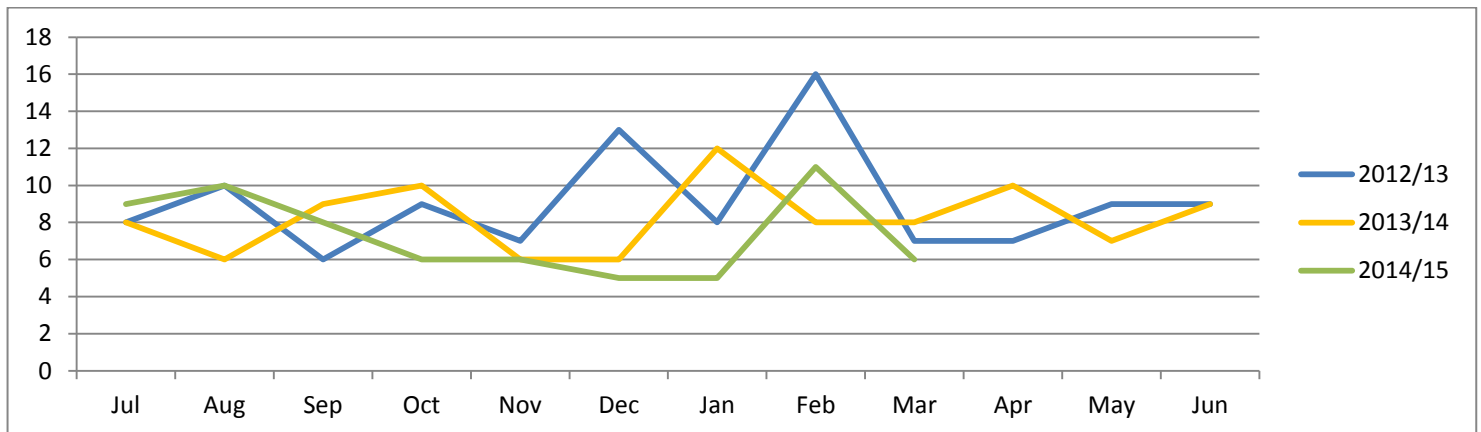
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Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building (CRA)	8	6	8	6	6	5	4	11	5				59
Painting (CRA)	0	0	0	0	0	0	1	0	0				1
Plumbing (CRA)	0	0	0	0	0	0	0	0	0				0
Plumbing (Other)	1	4	0	0	0	0	0	0	1				6
Surveying (CRA)	0	0	0	0	0	0	0	0	0				0
	9	10	8	6	6	5	5	11	6	0	0	0	66

Total Disciplinary Complaints Finalised – Financial Year Comparison

The 23 disciplinary complaints finalised for the second quarter represents an 18% and 26% decrease for the same period of the 2013/14 and 2012/13 fiscal years respectively.

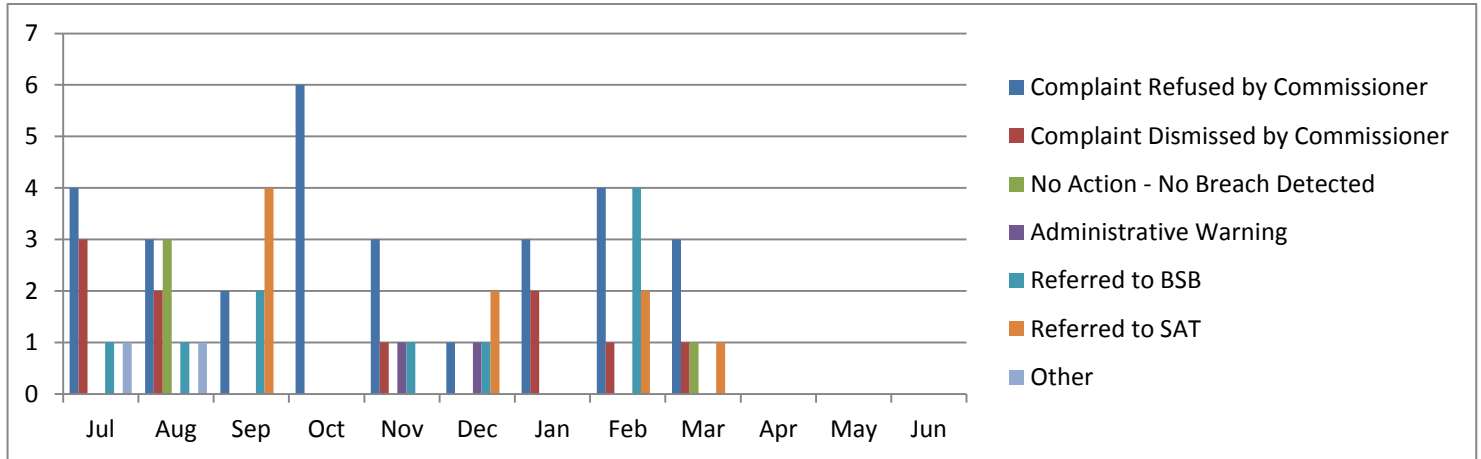


Total Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	8	10	6	9	7	13	8	16	7	7	9	9	84
2013/14	8	6	9	10	6	6	12	8	8	10	7	9	73
2014/15	9	10	8	6	6	5	5	11	6				66

Building Compliance Report – 3rd Quarter 2014/2015

Complaint Outcomes

As reported in the first two quarters, disciplinary complaints refused by the Building Commissioner remain the most common outcome (10) and continues to reflect more efficient assessment of complaints following the implementation of the triage process. There were four complaints dismissed by the Commissioner, four matters referred to the BSB, three referred to SAT and one disciplinary complaint where no action was taken.

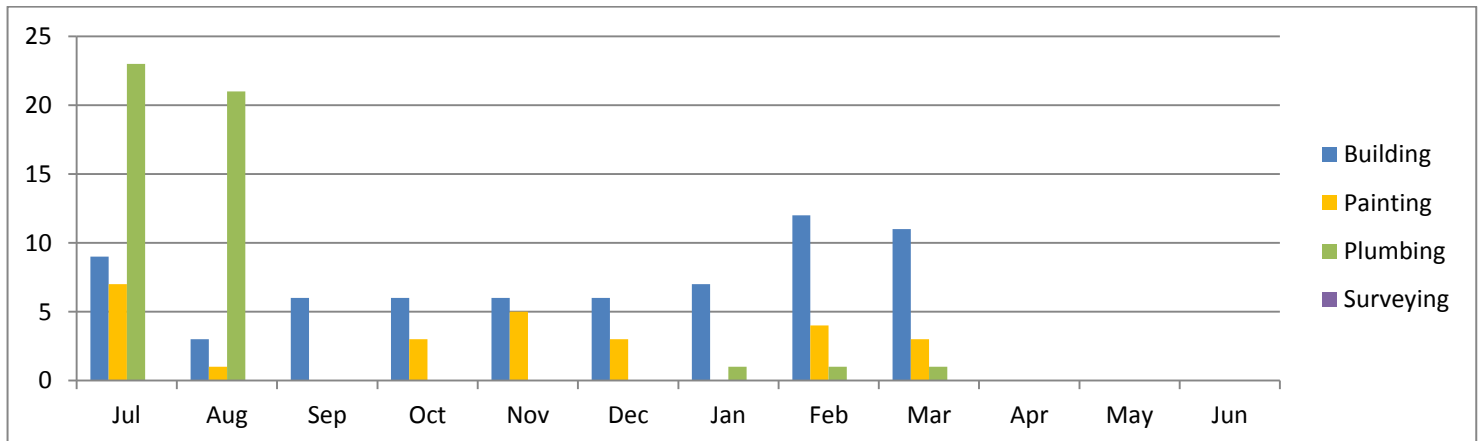


Complaint Outcomes														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Complaint Refused by Commissioner	4	3	2	6	3	1	3	4	3				29	
Complaint Dismissed by Commissioner	3	2	0	0	1	0	2	1	1				10	
No Action - No Breach Detected	0	3	0	0	0	0	0	0	1				4	
Administrative Warning	0	0	0	0	1	1	0	0	0				2	
Referred to BSB	1	1	2	0	1	1	0	4	0				10	
Referred to SAT	0	0	4	0	0	2	0	2	1				9	
Other	1	1	0	0	0	0	0	0	0				2	
	9	10	8	6	6	5	5	11	6	0	0	0	66	

STATUTORY OFFENCES

Complaints Received

During the second quarter there were 40 complaints received relating to statutory breaches. There were 30 complaints received relating to building, seven relating to painting and three for plumbing.

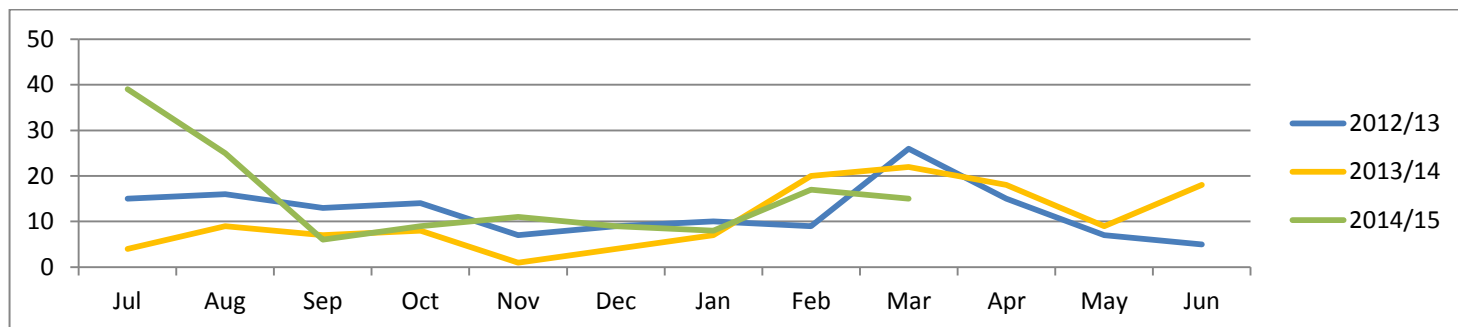


Building Compliance Report – 3rd Quarter 2014/2015

Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	9	3	6	6	6	6	7	12	11				66
Painting	7	1	0	3	5	3	0	4	3				26
Plumbing	23	21	0	0	0	0	1	1	1				47
Surveying	0	0	0	0	0	0	0	0	0				0
	39	25	6	9	11	9	8	17	15	0	0	0	139

Total Complaints Received – Financial Year Comparison

The 40 complaints received for the second quarter is similar to the same period in 2012/13 (30), but is an approximate 120% increase on the same period last year (13).

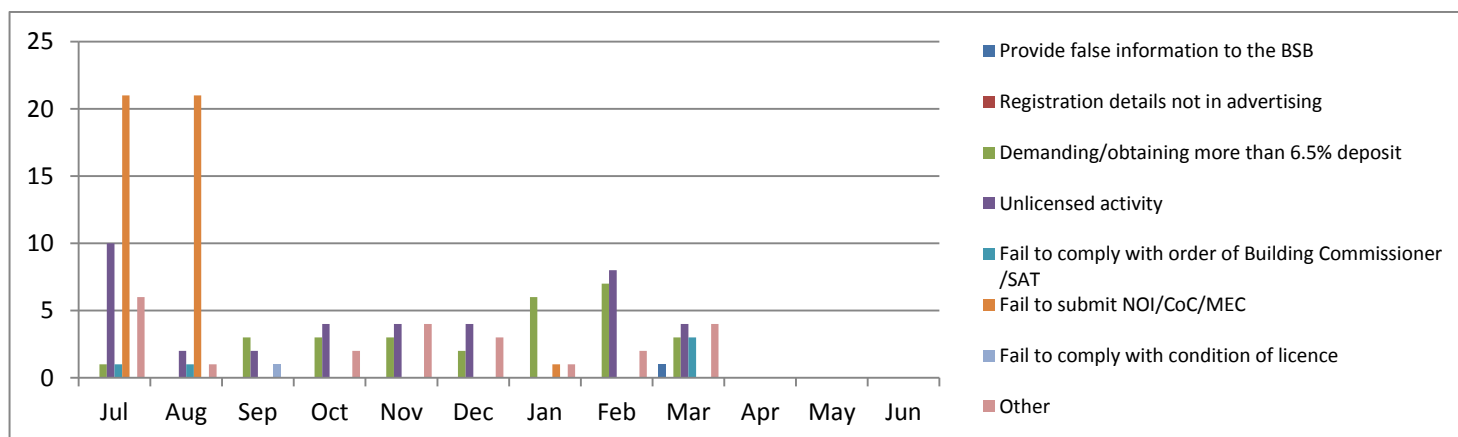


Total Complaints Received - Financial Year Comparison													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	15	16	13	14	7	9	10	9	26	15	7	5	146
2013/14	4	9	7	8	1	4	7	20	22	18	9	18	127
2014/15	39	25	6	9	11	9	8	17	15				139

Type of Complaints Received

There were 16 complaints received during the quarter for demand excess deposit; 12 for unlicensed activity; three for failing to comply with an order; one for providing false information to the BSB and one for failing to submit plumbing compliance paperwork.

The remaining seven other complaints relate to various matters, including enter into cost plus contract and not reduce it to writing; fail to comply with a plumbing rectification notice; demand deposit before giving owners certificate for HII; enter into a non-complying contract; fail to give written notice of being charged with a serious offence; prevent owners from inspecting home building work; and engage unregistered person to carry out plumbing work.

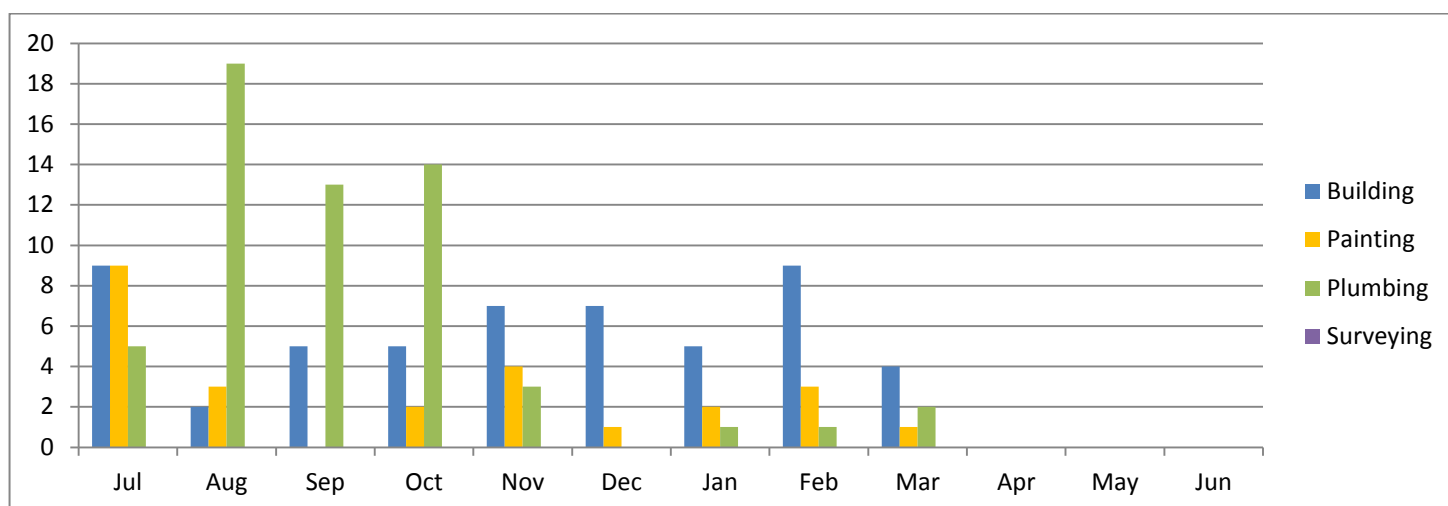


Building Compliance Report – 3rd Quarter 2014/2015

Type of Complaints Received													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Provide false information to the BSB	0	0	0	0	0	0	0	0	1				1
Registration details not in advertising	0	0	0	0	0	0	0	0	0				0
Demanding/obtaining more than 6.5% deposit	1	0	3	3	3	2	6	7	3				28
Unlicensed activity	10	2	2	4	4	4	0	8	4				38
Fail to comply with order of Building Commissioner /SAT	1	1	0	0	0	0	0	0	3				5
Fail to submit NOI/CoC/MEC	21	21	0	0	0	0	1	0	0				43
Fail to comply with condition of licence	0	0	1	0	0	0	0	0	0				1
Other	6	1	0	2	4	3	1	2	4				23
	39	25	6	9	11	9	8	17	15	0	0	0	139

Complaints Finalised

There were 28 complaints finalised during the third quarter. Of the 28 complaints finalised, four were for unregistered painting and three were for unlicensed plumbing. The remaining complaints finalised were for general breaches of the legislation.

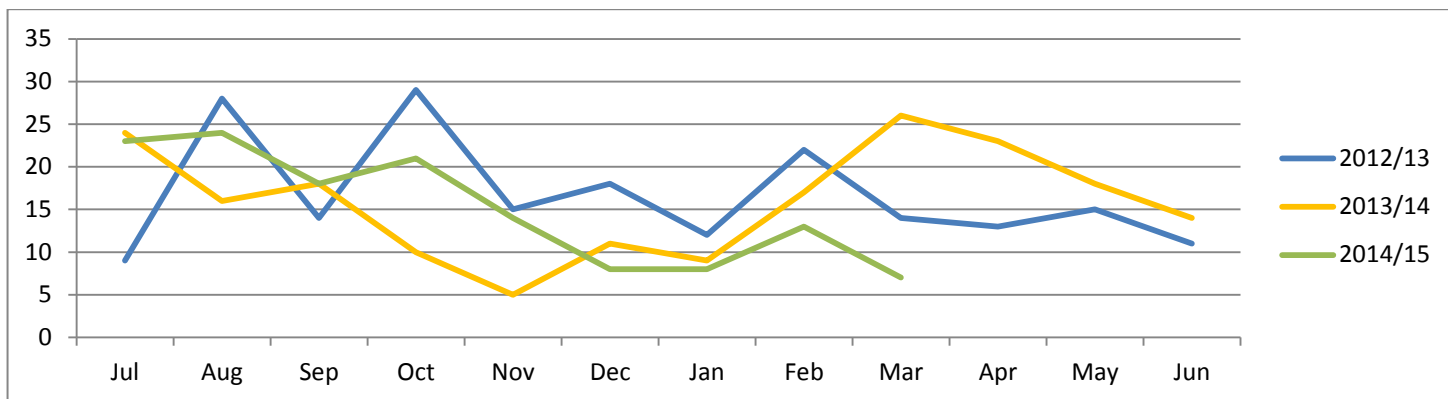


Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Building	9	2	5	5	7	7	5	9	4				53
Painting	9	3	0	2	4	1	2	3	1				25
Plumbing	5	19	13	14	3	0	1	1	2				58
Surveying	0	0	0	0	0	0	0	0	0				0
	23	24	18	21	14	8	8	13	7	0	0	0	136

Total Complaints Finalised – Financial Year Comparison

The 28 complaints finalised for the third quarter represents an approximate 46% and 43% decrease on the 2013/14 and 2012/13 fiscal years for the same period respectively.

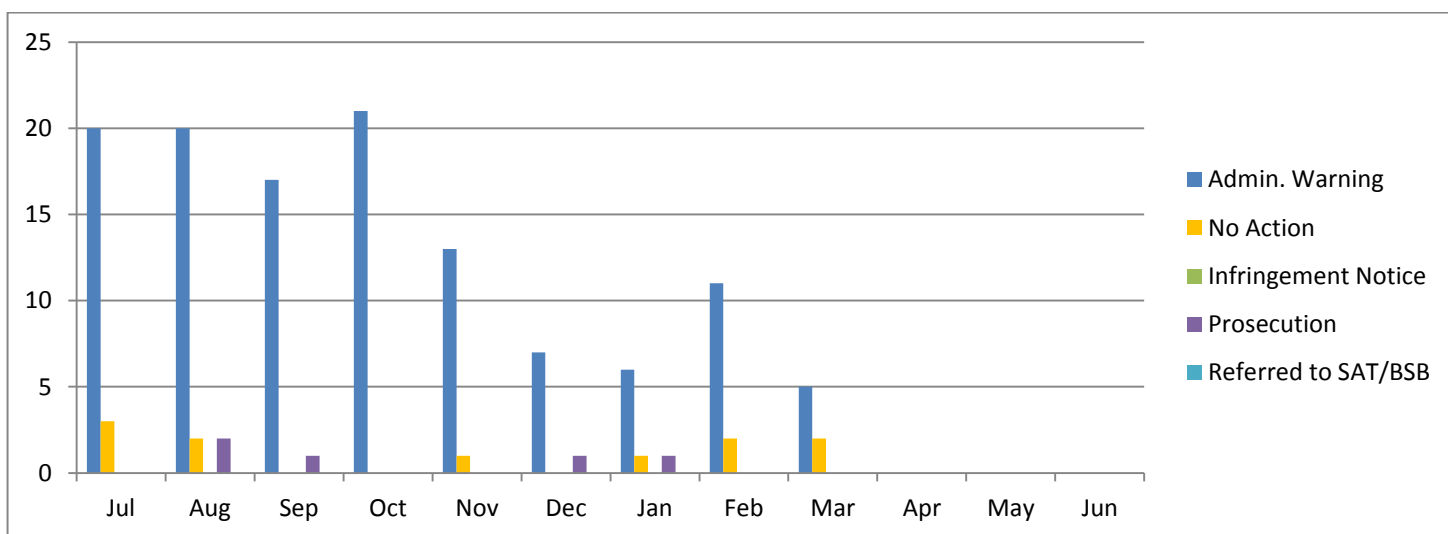
Building Compliance Report – 3rd Quarter 2014/2015



Total Complaints Finalised													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13	9	28	14	29	15	18	12	22	14	13	15	11	200
2013/14	24	16	18	10	5	11	9	17	26	23	18	14	191
2014/15	23	24	18	21	14	8	8	13	7				136

Complaint Outcomes

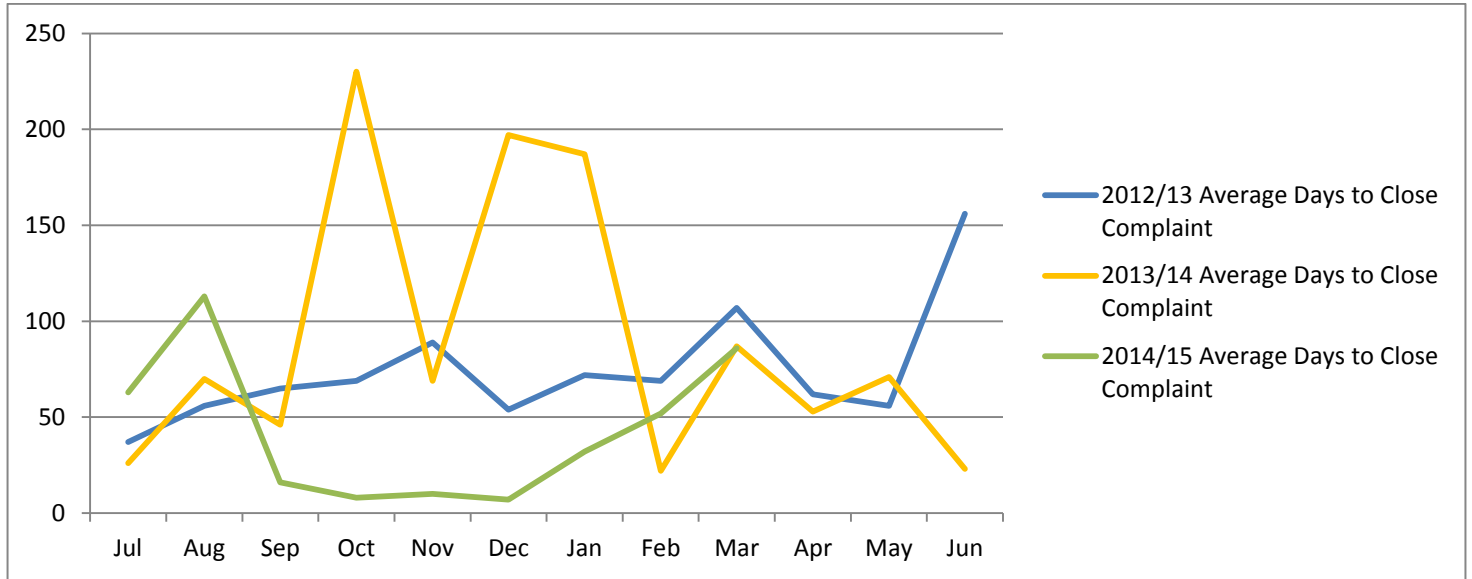
The most common outcome for the quarter was administrative warnings with 22 being issued for the quarter. There were five matters where no action was taken and one for entering into a non-complying home building work contract that was referred for prosecution.



Complaint Outcomes														
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	
Admin. Warning	20	20	17	21	13	7	6	11	5				120	
No Action	3	2	0	0	1	0	1	2	2				11	
Infringement Notice	0	0	0	0	0	0	0	0	0				0	
Prosecution	0	2	1	0	0	1	1	0	0				5	
Referred to SAT/BSB	0	0	0	0	0	0	0	0	0				0	
	23	24	18	21	14	8	8	13	7	0	0	0	136	

Building Compliance Report – 3rd Quarter 2014/2015

Timeliness



Timeliness													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2012/13 Average Days to Close Complaint	37	56	65	69	89	54	72	69	107	62	56	156	74
2013/14 Average Days to Close Complaint	26	70	46	230	69	197	187	22	87	53	71	23	90
2014/15 Average Days to Close Complaint	63	113	16	8	10	7	32	52	86				32