



# Compliance Report

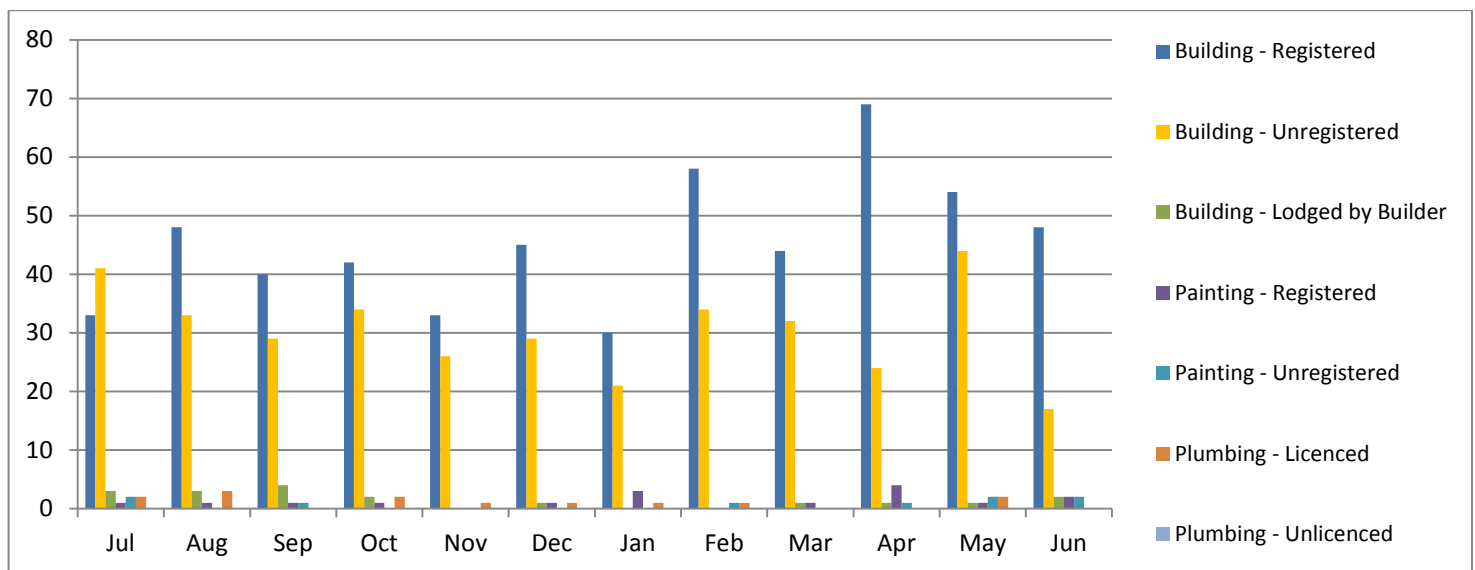
## 4th Quarter 2014/2015

### COMPLAINT ACTIVITIES

#### Complaints Received

The total number of complaints received for the quarter was 274. Of these, 256 related to a building service, with 171 being about a registered builder; twelve were about painting, seven relating to registered painters; and two related to a licenced plumber. There were four complaints lodged by building service providers relating to contractual disputes. There is no specific explanation for the spike of 104 complaints received during May.

Overall for the 2014/15 fiscal year the Building Commission received 964 complaints. Of these, 544 (56%) related to registered builders, 364 (38%) to unregistered builders with the remaining 56 (6%) being a mix of contractual disputes lodged by building service providers and complaints relating to registered and unregistered painting and licensed plumbing.



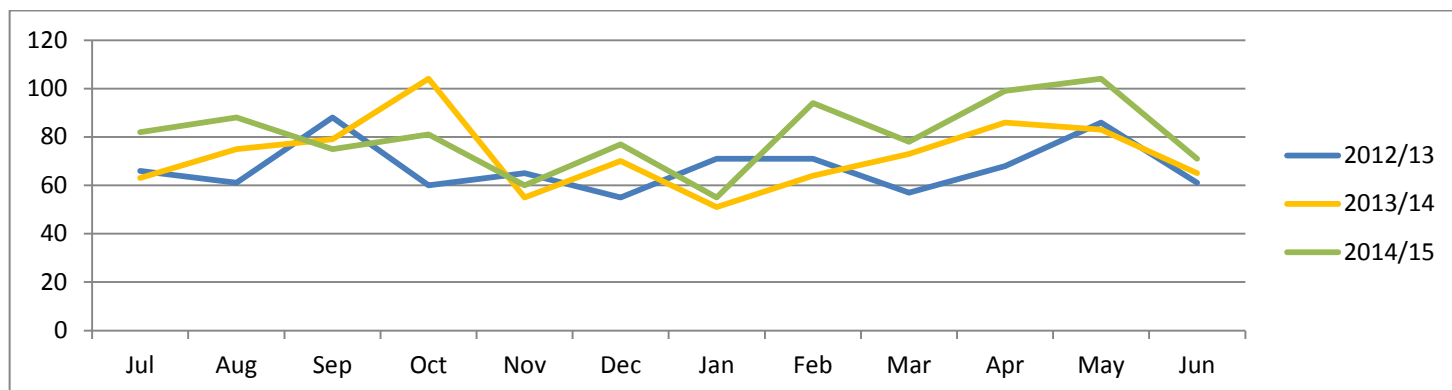
| Complaints Received          |     |     |     |     |     |     |     |     |     |     |     |     |       |
|------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
|                              | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
| Building - Registered        | 33  | 48  | 40  | 42  | 33  | 45  | 30  | 58  | 44  | 69  | 54  | 48  | 544   |
| Building - Unregistered      | 41  | 33  | 29  | 34  | 26  | 29  | 21  | 34  | 32  | 24  | 44  | 17  | 364   |
| Building - Lodged by Builder | 3   | 3   | 4   | 2   | 0   | 1   | 0   | 0   | 1   | 1   | 1   | 2   | 18    |
| Painting - Registered        | 1   | 1   | 1   | 1   | 0   | 1   | 3   | 0   | 1   | 4   | 1   | 2   | 16    |
| Painting - Unregistered      | 2   | 0   | 1   | 0   | 0   | 0   | 0   | 1   | 0   | 1   | 2   | 2   | 9     |
| Plumbing - Licenced          | 2   | 3   | 0   | 2   | 1   | 1   | 1   | 1   | 0   | 0   | 2   | 0   | 13    |
| Plumbing - Unlicenced        | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0     |
|                              | 82  | 88  | 75  | 81  | 60  | 77  | 55  | 94  | 78  | 99  | 104 | 71  | 964   |

#### Total Complaints Received – Financial Year Comparison

## Building Compliance Report – 4th Quarter 2014/2015

The 274 complaints received represent an approximate 17% increase for the same period last year and a 24% increase on the fourth quarter for the 2012/13 fiscal year.

Overall, the 964 complaints received for the 2014/15 fiscal year represents an 11% and 19% increase on the 2013/14 and 2012/13 fiscal years respectively.



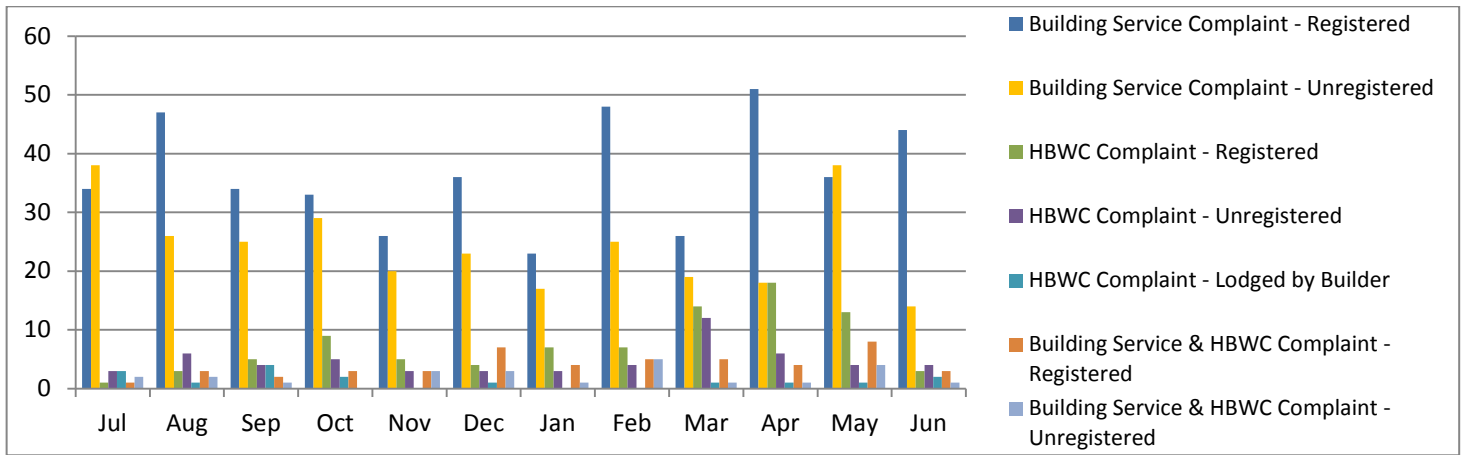
| Total Complaints Received - Financial Year Comparison |     |     |     |     |     |     |     |     |     |     |     |     |       |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
|   | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | 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  | 99  | 104 | 71  | 964   |

### Type of Complaints Received

There were 201 building services complaints lodged during the quarter with 131 of those being against a registered building service provider and 70 against an unregistered entity. Complaints relating to contractual matters totalled 52. Of these, 34 were against a registered building service provider, 14 against an unregistered entity and four were lodged by a builder or contractor. There were 21 complaints lodged that involved both building service and contractual disputes with 15 of these being against registered building service providers and six against unregistered entities.

During the 2014/15 fiscal year there were 730 building service complaints received (438 against registered builders and 292 against unregistered entities) representing 76% of all the complaints received; and 162 HBWC complaints (89 against registered builders and 57 against unregistered entities and 16 lodged by building service providers) representing 17% of all the complaints received. The remaining 7% of all complaints received, 72 related to both building service and HBWC complaints (48 registered and 24 unregistered).

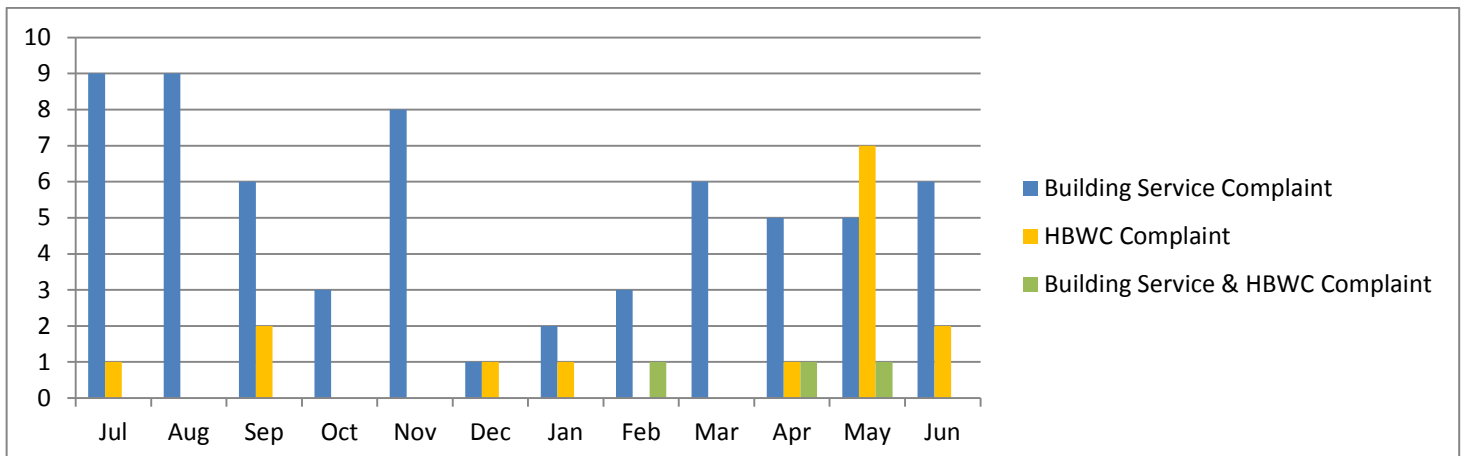
# Building Compliance Report – 4th Quarter 2014/2015



| 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  | 51  | 36  | 44  | 438   |
| Building Service Complaint - Unregistered        | 38  | 26  | 25  | 29  | 20  | 23  | 17  | 25  | 19  | 18  | 38  | 14  | 292   |
| HBWC Complaint - Registered                      | 1   | 3   | 5   | 9   | 5   | 4   | 7   | 7   | 14  | 18  | 13  | 3   | 89    |
| HBWC Complaint - Unregistered                    | 3   | 6   | 4   | 5   | 3   | 3   | 3   | 4   | 12  | 6   | 4   | 4   | 57    |
| HBWC Complaint - Lodged by Builder               | 3   | 1   | 4   | 2   | 0   | 1   | 0   | 0   | 1   | 1   | 1   | 2   | 16    |
| Building Service & HBWC Complaint - Registered   | 1   | 3   | 2   | 3   | 3   | 7   | 4   | 5   | 5   | 4   | 8   | 3   | 48    |
| Building Service & HBWC Complaint - Unregistered | 2   | 2   | 1   | 0   | 3   | 3   | 1   | 5   | 1   | 1   | 4   | 1   | 24    |
|  | 82  | 88  | 75  | 81  | 60  | 77  | 55  | 94  | 78  | 99  | 104 | 71  | 964   |

## Complaints Refused

There were 28 complaints refused by the Building Commissioner during the quarter. Of these, 16 were building service complaints, ten were for a contractual complaint and two were for a building service and contractual complaint. Overall for the 2014/15 fiscal year the Building Commissioner refused 81 complaints.

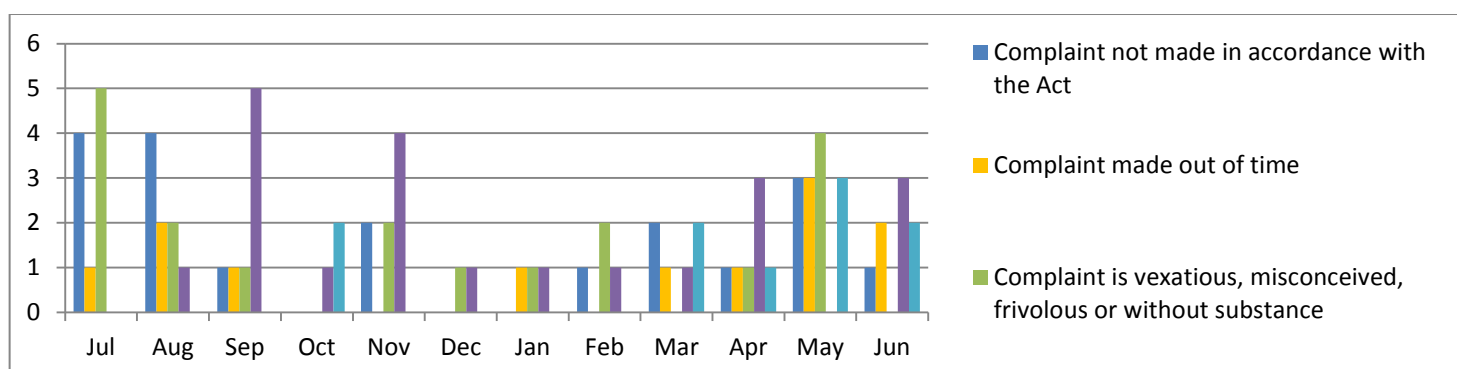


## Building Compliance Report – 4th Quarter 2014/2015

| 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   | 5   | 5   | 6   | 63    |
| HBWC Complaint                    | 1   | 0   | 2   | 0   | 0   | 1   | 1   | 0   | 0   | 1   | 7   | 2   | 15    |
| Building Service & HBWC Complaint | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1   | 1   | 0   | 3     |
|                                   | 10  | 9   | 8   | 3   | 8   | 2   | 3   | 4   | 6   | 7   | 13  | 8   | 81    |

### Reason for Complaint Refusal

The reasons for complaint refusal were even across the quarter with all categories for refusal recording six except the reason of the complaint not being made in accordance with the Act, which recorded five. The most common reason for complaint refusal during the 2014/15 fiscal year was the complaint failing to comply with section 8(1) of the BSCRA Act 2011 (i.e. the applicant has not complied with a request for further information by the Building Commissioner). The complaint not being made in accordance with the Act and the complaint being vexatious, misconceived, frivolous or without substance were the second most common reasons for refusal during the year recording 19 each.



| 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   | 1   | 3   | 1   | 19    |
| Complaint made out of time   | 1   | 2   | 1   | 0   | 0   | 0   | 1   | 0   | 1   | 1   | 3   | 2   | 12    |
| Complaint is vexatious, misconceived, frivolous or without substance           | 5   | 2   | 1   | 0   | 2   | 1   | 1   | 2   | 0   | 1   | 4   | 0   | 19    |
| Complainant failed to comply with requirement under s8(1) BSCRA Act 2011       | 0   | 1   | 5   | 1   | 4   | 1   | 1   | 1   | 1   | 3   | 0   | 3   | 21    |
| Other - Preliminary Action not taken/matter subject to previous complaint etc. | 0   | 0   | 0   | 2   | 0   | 0   | 0   | 0   | 2   | 1   | 3   | 2   | 10    |
|  | 10  | 9   | 8   | 3   | 8   | 2   | 3   | 4   | 6   | 7   | 13  | 8   | 81    |

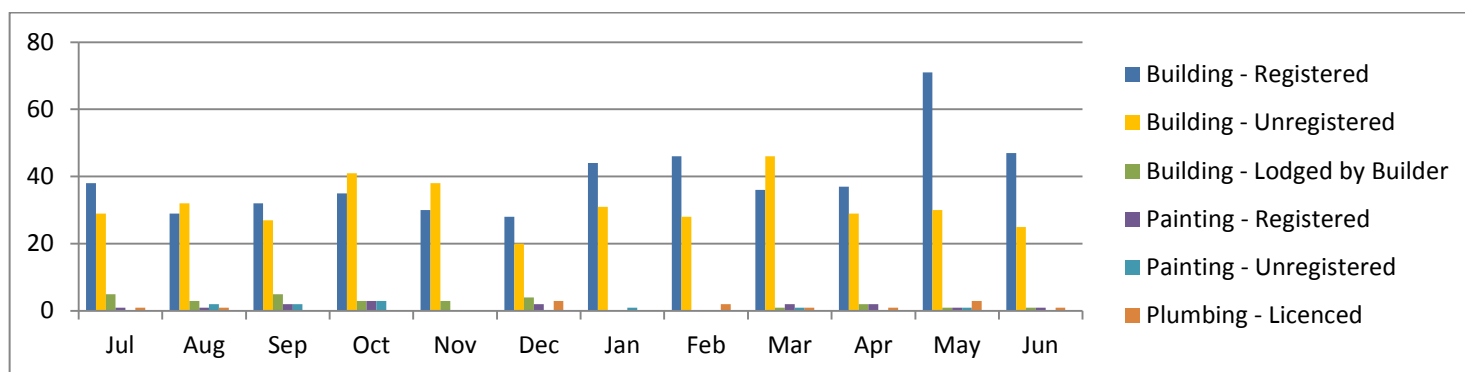
# Building Compliance Report – 4th Quarter 2014/2015

## Complaints Finalised

During the quarter there were a total of 253 complaints finalised. Of these, 239 related to a building service, with 155 being about a registered builder; five were about painting, four relating to registered painters; and five related to a licenced plumber. There were four complaints finalised relating to contractual lodged by building service providers.

There was a spike in the number of complaints finalised in May (107), which is attributed to the insolvency of a builder that had a large number of complaints against them. As a result of the insolvency the Building Commission could not proceed with the complaints and they were all dismissed.

Overall for the 2014/15 fiscal year the Building Commission finalised 915 complaints. Of these, 473 (52%) related to registered builders, 376 (41%) to unregistered builders with the remaining 66 (7%) being a mix of contractual disputes lodged by building service providers and complaints relating to registered and unregistered painting and licensed plumbing.



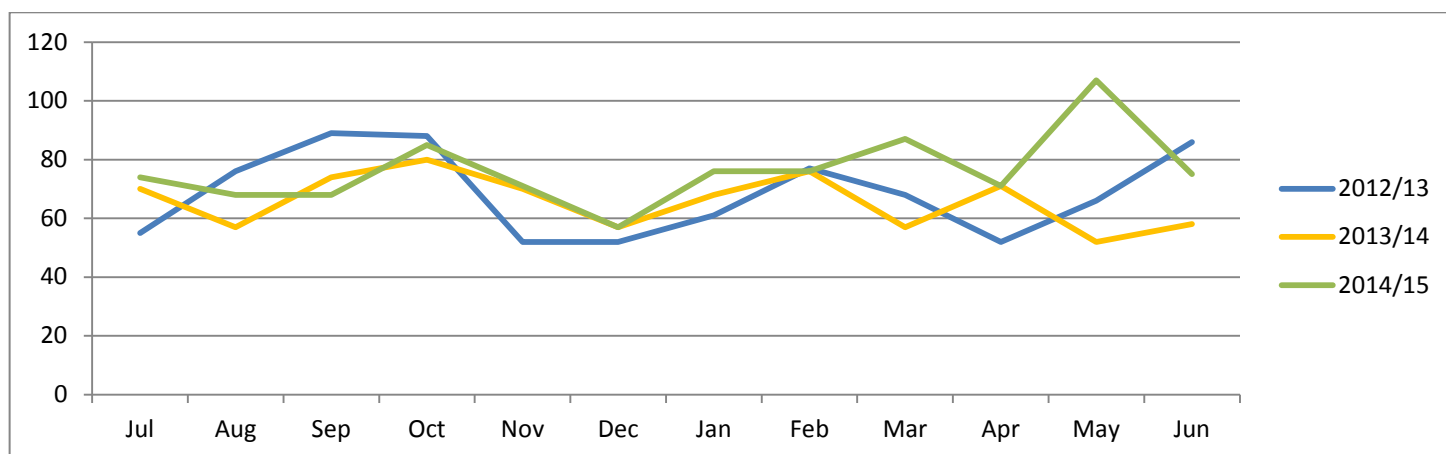
| Complaints Finalised         |     |     |     |     |     |     |     |     |     |     |     |     |       |
|------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
|                              | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
| Building - Registered        | 38  | 29  | 32  | 35  | 30  | 28  | 44  | 46  | 36  | 37  | 71  | 47  | 473   |
| Building - Unregistered      | 29  | 32  | 27  | 41  | 38  | 20  | 31  | 28  | 46  | 29  | 30  | 25  | 376   |
| Building - Lodged by Builder | 5   | 3   | 5   | 3   | 3   | 4   | 0   | 0   | 1   | 2   | 1   | 1   | 28    |
| Painting - Registered        | 1   | 1   | 2   | 3   | 0   | 2   | 0   | 0   | 2   | 2   | 1   | 1   | 15    |
| Painting - Unregistered      | 0   | 2   | 2   | 3   | 0   | 0   | 1   | 0   | 1   | 0   | 1   | 0   | 10    |
| Plumbing - Licenced          | 1   | 1   | 0   | 0   | 0   | 3   | 0   | 2   | 1   | 1   | 3   | 1   | 13    |
| Plumbing - Unlicenced        | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0     |
|                              | 74  | 68  | 68  | 85  | 71  | 57  | 76  | 76  | 87  | 71  | 107 | 75  | 915   |

## Total Complaints Finalised – Financial Year Comparison

The 253 complaints finalised for the fourth quarter represents an approximate 40% and 24% increase for the 2013/14 and 2012/13 fiscal years respectively.

Overall, the 915 complaints finalised for the 2014/15 fiscal year represents an 16% and 11% increase on the 2013/14 and 2012/13 fiscal years respectively.

## Building Compliance Report – 4th Quarter 2014/2015

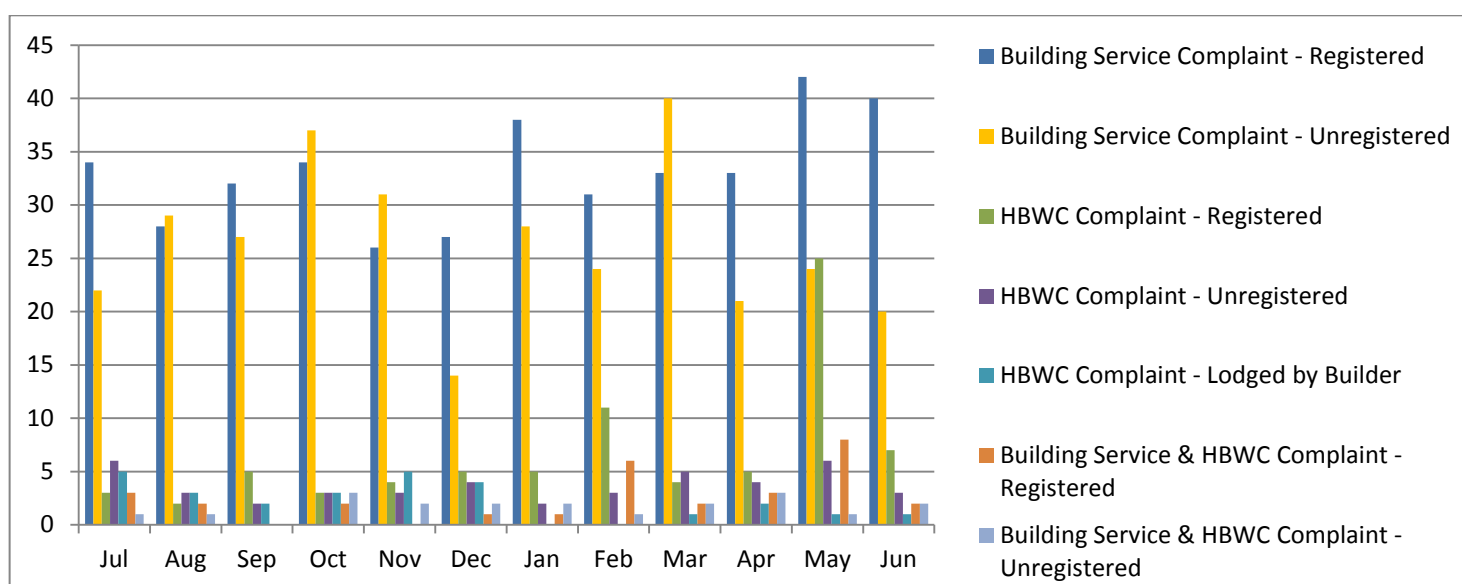


| Total Complaints Finalised |     |     |     |     |     |     |     |     |     |     |     |     |       |
|----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
|                            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | 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  | 71  | 107 | 75  | 915   |

### Type of Complaints Finalised

There were 180 building services complaints finalised during the quarter with 115 of those being against a registered building service provider and 65 against an unregistered entity. Complaints finalised relating to contractual matters totalled 54. Of these, 37 were against a registered building service provider, 13 against an unregistered entity and four were lodged by a builder or contractor. There were 19 complaints finalised that involved both building service and contractual disputes with 13 of these being against registered building service providers and six against unregistered entities. During the 2014/15 fiscal year there were 715 building service complaints finalised (398 against registered builders and 317 against unregistered entities) representing 78% of all the complaints finalised; and 150 HBWC complaints (79 against registered builders, 44 against unregistered entities and 27 lodged by building service providers) representing 16% of all the complaints received. The remaining 6% of all complaints finalised, 50 related to both building service and HBWC complaints (30 registered and 20 unregistered).

## Building Compliance Report – 4th Quarter 2014/2015



### Type of Complaints Finalised

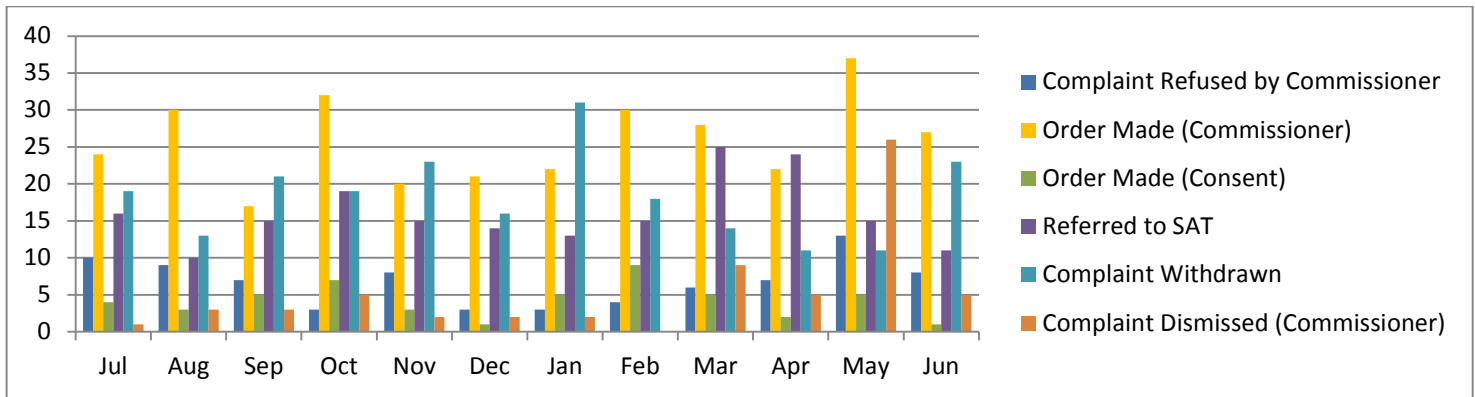
|  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Building Service Complaint - Registered          | 34  | 28  | 32  | 34  | 26  | 27  | 38  | 31  | 33  | 33  | 42  | 40  | 398   |
| Building Service Complaint - Unregistered        | 22  | 29  | 27  | 37  | 31  | 14  | 28  | 24  | 40  | 21  | 24  | 20  | 317   |
| HBWC Complaint - Registered                      | 3   | 2   | 5   | 3   | 4   | 5   | 5   | 11  | 4   | 5   | 25  | 7   | 79    |
| HBWC Complaint - Unregistered                    | 6   | 3   | 2   | 3   | 3   | 4   | 2   | 3   | 5   | 4   | 6   | 3   | 44    |
| HBWC Complaint - Lodged by Builder               | 5   | 3   | 2   | 3   | 5   | 4   | 0   | 0   | 1   | 2   | 1   | 1   | 27    |
| Building Service & HBWC Complaint - Registered   | 3   | 2   | 0   | 2   | 0   | 1   | 1   | 6   | 2   | 3   | 8   | 2   | 30    |
| Building Service & HBWC Complaint - Unregistered | 1   | 1   | 0   | 3   | 2   | 2   | 2   | 1   | 2   | 3   | 1   | 2   | 20    |
|  | 74  | 68  | 68  | 85  | 71  | 57  | 76  | 76  | 87  | 71  | 107 | 75  | 915   |

### Complaint Outcomes (by month)

The main outcome for complaints during the quarter was an order made by the Building Commissioner (86). Referrals to SAT (50) and complaint withdrawn (45) were also high in numbers of outcomes.

Orders made by the Commissioner was the highest in terms of outcomes for the 2014/15 fiscal year representing 34% of all complaints finalised. Complaint withdrawn recorded 219 representing 24% of all complaints finalised; and referrals to SAT totalled 192 at 21%.

# Building Compliance Report – 4th Quarter 2014/2015

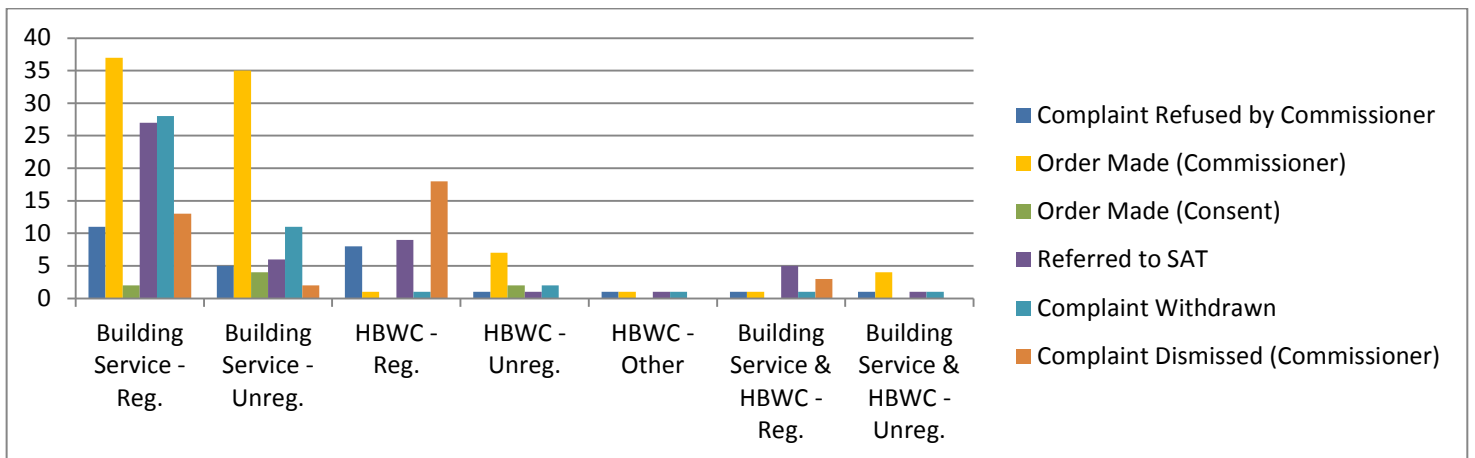


## Complaint Outcomes (by month)

|                                    | 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   | 7   | 13  | 8   | 81    |
| Order Made (Commissioner)          | 24  | 30  | 17  | 32  | 20  | 21  | 22  | 30  | 28  | 22  | 37  | 27  | 310   |
| Order Made (Consent)               | 4   | 3   | 5   | 7   | 3   | 1   | 5   | 9   | 5   | 2   | 5   | 1   | 50    |
| Referred to SAT                    | 16  | 10  | 15  | 19  | 15  | 14  | 13  | 15  | 25  | 24  | 15  | 11  | 192   |
| Complaint Withdrawn                | 19  | 13  | 21  | 19  | 23  | 16  | 31  | 18  | 14  | 11  | 11  | 23  | 219   |
| Complaint Dismissed (Commissioner) | 1   | 3   | 3   | 5   | 2   | 2   | 2   | 0   | 9   | 5   | 26  | 5   | 63    |
|                                    | 74  | 68  | 68  | 85  | 71  | 57  | 76  | 76  | 87  | 71  | 107 | 75  | 915   |

## 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 (37), withdrawn (28) and referred to SAT (27). Orders made by the Commissioner (35) was high as an outcome for building service complaints against unregistered building service providers. There were no other real significant trends for the type of complaint outcomes during the quarter.



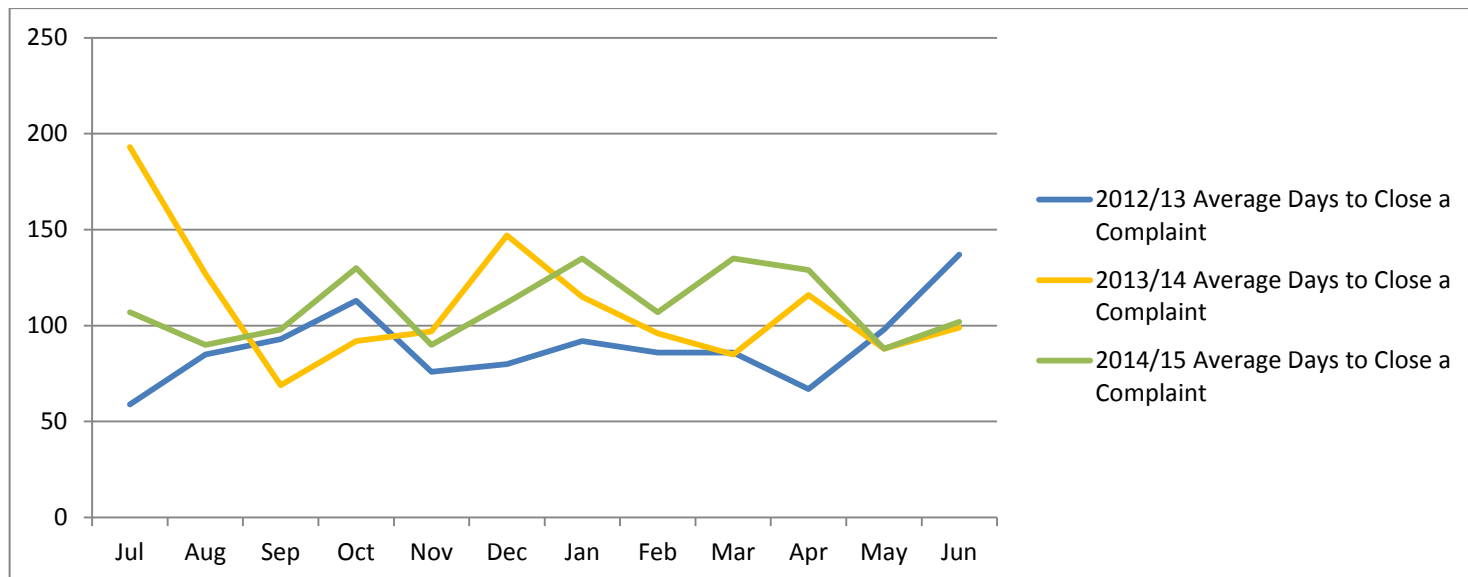


# Building Compliance Report – 4th Quarter 2014/2015

| 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  | 11                      | 5                         | 8           | 1             | 1            | 1                              | 1                                | 28    |
| Order Made (Commissioner)          | 37                      | 35                        | 1           | 7             | 1            | 1                              | 4                                | 86    |
| Order Made (Consent)               | 2                       | 4                         | 0           | 2             | 0            | 0                              | 0                                | 8     |
| Referred to SAT                    | 27                      | 6                         | 9           | 1             | 1            | 5                              | 1                                | 50    |
| Complaint Withdrawn                | 28                      | 11                        | 1           | 2             | 1            | 1                              | 1                                | 45    |
| Complaint Dismissed (Commissioner) | 13                      | 2                         | 18          | 0             | 0            | 3                              | 0                                | 36    |
|                                    | 118                     | 63                        | 37          | 13            | 4            | 11                             | 7                                | 253   |

## Timeliness

The timeliness from receipt of complaint to completion generally tracked pretty consistently across the fiscal year with a few small peaks and troughs. Overall the average days to completion of complaints for the year were 110, which matched the 2013/14 fiscal year and were 24% higher than the 2012/13 fiscal year. This is a significant achievement from last year given the high percentage in the increase of complaints received (i.e. the work volume significantly grew, however the timeliness to complete complaints was not impacted).



## 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 | 129 | 88  | 102 | 110   |

# Building Compliance Report – 4th Quarter 2014/2015

## Building Audits and Inspections

During the quarter ten audits were conducted on ten builders resulting in 33 technical inspections.

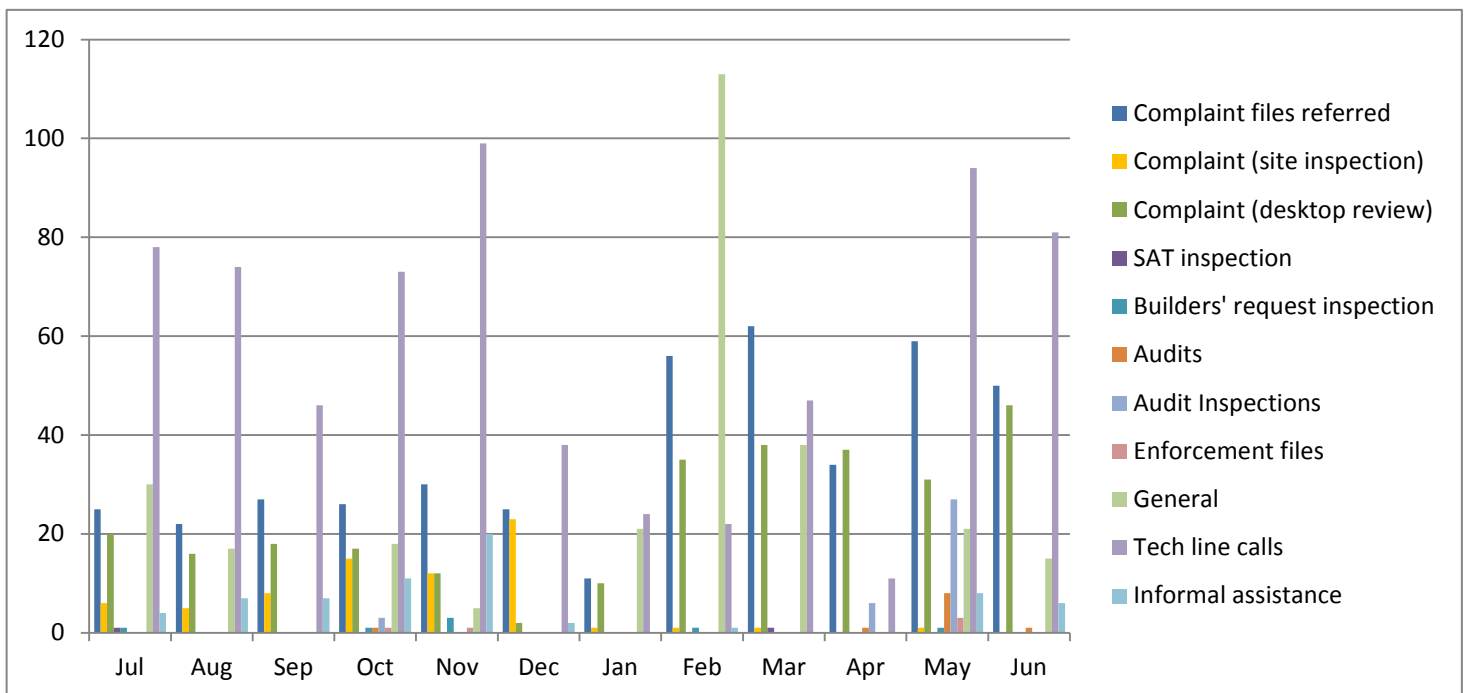
There were 143 complaint files referred to the Audit Branch during the quarter, which resulted in 114 desktop reviews and one site inspections being carried out. There was one inspection carried out at the request of a builder.

During the quarter there were three enforcement files referred to Audit Branch, 36 general inspections carried out, 186 technical calls were received and there were 14 instances where the Branch provided informal assistance to customers

Overall, during the 2014/15 fiscal year 427 complaint files were referred to the Audit Branch resulting in 73 site inspections and 282 desktop reviews. Two inspections were carried out at the request of SAT and seven at the request of a builder.

The Audit Program, which was developed and implemented during the year, recorded 11 audits of individual builders, resulting in 36 technical inspections. This number is expected to increase significantly next year with a full year of auditing.

There were five enforcement files referred to the Audit Branch throughout 2014/15, 278 general inspections were conducted, 687 technical calls received and 66 instances where the Audit Branch provided informal assistance to customers.



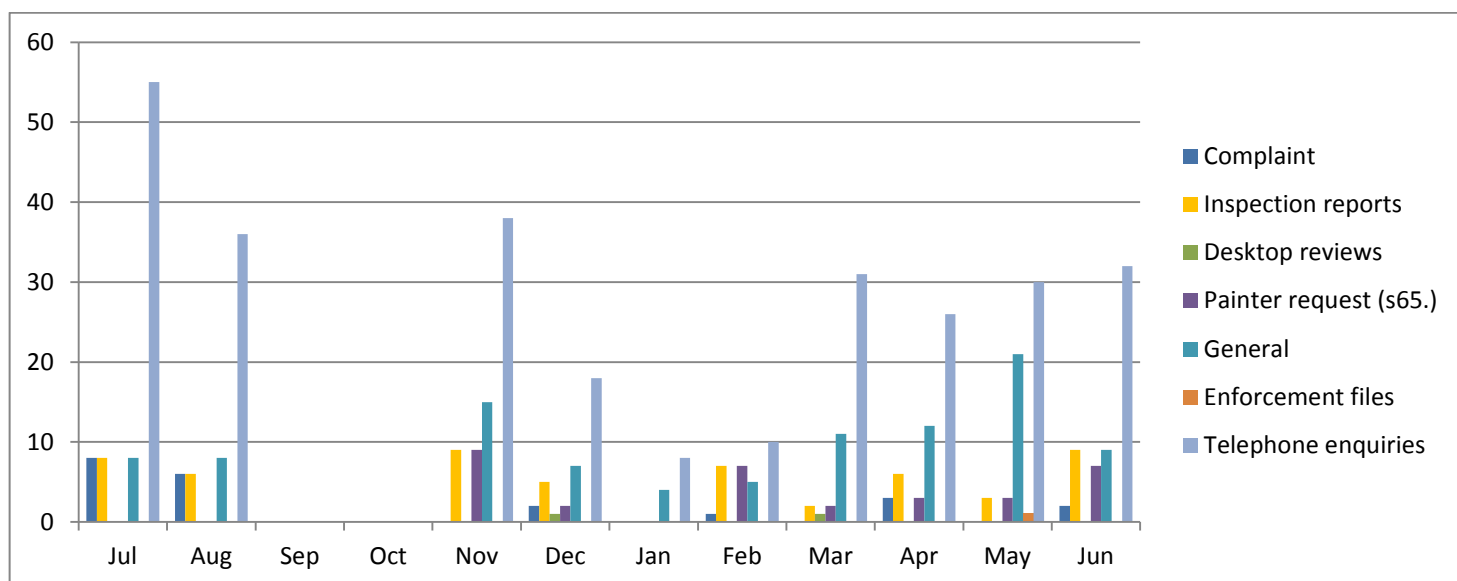
## Building Compliance Report – 4th Quarter 2014/2015

| 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  | 34  | 59  | 50  | 427   |
| Complaint (site inspection)  | 6   | 5   | 8   | 15  | 12  | 23  | 1   | 1   | 1   | 0   | 1   | 0   | 73    |
| Complaint (desktop review)   | 20  | 16  | 18  | 17  | 12  | 2   | 10  | 35  | 38  | 37  | 31  | 46  | 282   |
| SAT inspection               | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 2     |
| Builders' request inspection | 1   | 0   | 0   | 1   | 3   | 0   | 0   | 1   | 0   | 0   | 1   | 0   | 7     |
| Audits                       | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 1   | 8   | 1   | 11    |
| Audit Inspections            | 0   | 0   | 0   | 3   | 0   | 0   | 0   | 0   | 0   | 6   | 27  | 0   | 36    |
| Enforcement files            | 0   | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 3   | 0   | 5     |
| General                      | 30  | 17  | 0   | 18  | 5   | 0   | 21  | 113 | 38  | 0   | 21  | 15  | 278   |
| Tech line calls              | 78  | 74  | 46  | 73  | 99  | 38  | 24  | 22  | 47  | 11  | 94  | 81  | 687   |
| Informal assistance          | 4   | 7   | 7   | 11  | 20  | 2   | 0   | 1   | 0   | 0   | 8   | 6   | 66    |

### Painting Inspections

During the fourth quarter there were five complaint files relating to painting referred to the Audit Branch and one enforcement file. There were 18 inspection reports completed and 88 telephone enquiries received. There were 42 general inspections conducted for the quarter and 13 inspections at the request of a painter.

During the 2014/15 fiscal year there were 22 complaint files relating to painting referred to the Audit Branch and one enforcement file. There were 15 inspection reports completed and 284 telephone enquiries received. In total, 100 general inspections were conducted and 33 inspections at the request of a painter.



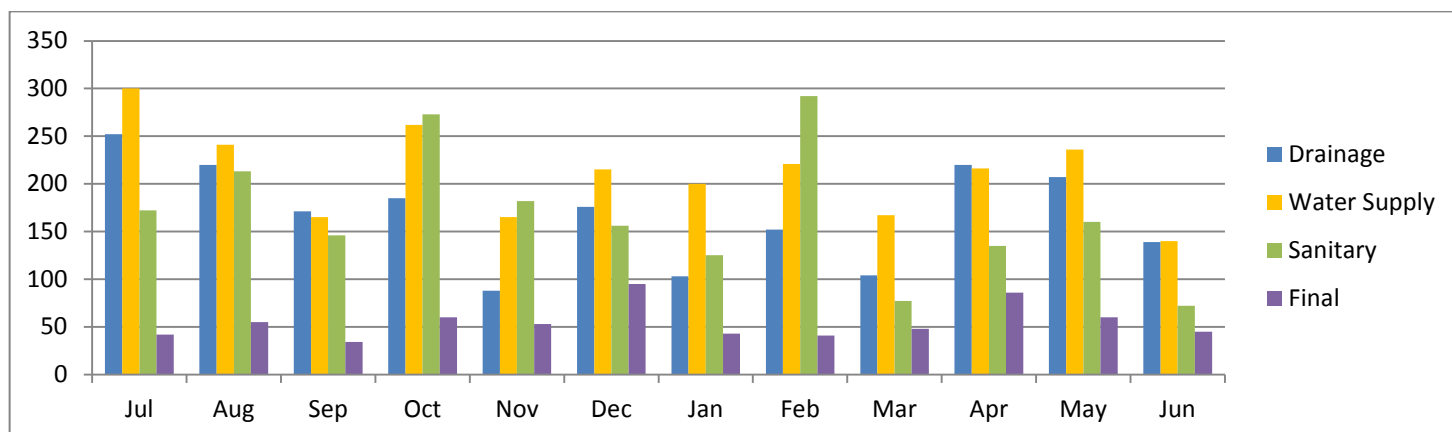
## Building Compliance Report – 4th Quarter 2014/2015

| 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   | 3   | 0   | 2   | 22    |
| Inspection reports     | 8   | 6   | 0   | 0   | 9   | 5   | 0   | 7   | 2   | 6   | 3   | 9   | 55    |
| Desktop reviews        | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 1   | 0   | 0   | 0   | 2     |
| Painter request (s65.) | 0   | 0   | 0   | 0   | 9   | 2   | 0   | 7   | 2   | 3   | 3   | 7   | 33    |
| General                | 8   | 8   | 0   | 0   | 15  | 7   | 4   | 5   | 11  | 12  | 21  | 9   | 100   |
| Enforcement files      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1     |
| Telephone enquiries    | 55  | 36  | 0   | 0   | 38  | 18  | 8   | 10  | 31  | 26  | 30  | 32  | 284   |

### Plumbing Inspections

There were a total of 1716 plumbing inspections carried out during the fourth quarter. Of these, 566 were drainage inspections, 592 water supply, 367 sanitary and 191 final inspections.

During the 2014/15 fiscal year there were 7210 inspections of plumbing work conducted. Of these, 2017 were drainage, 2528 were water supply, 2003 sanitary and 662 were final inspections.

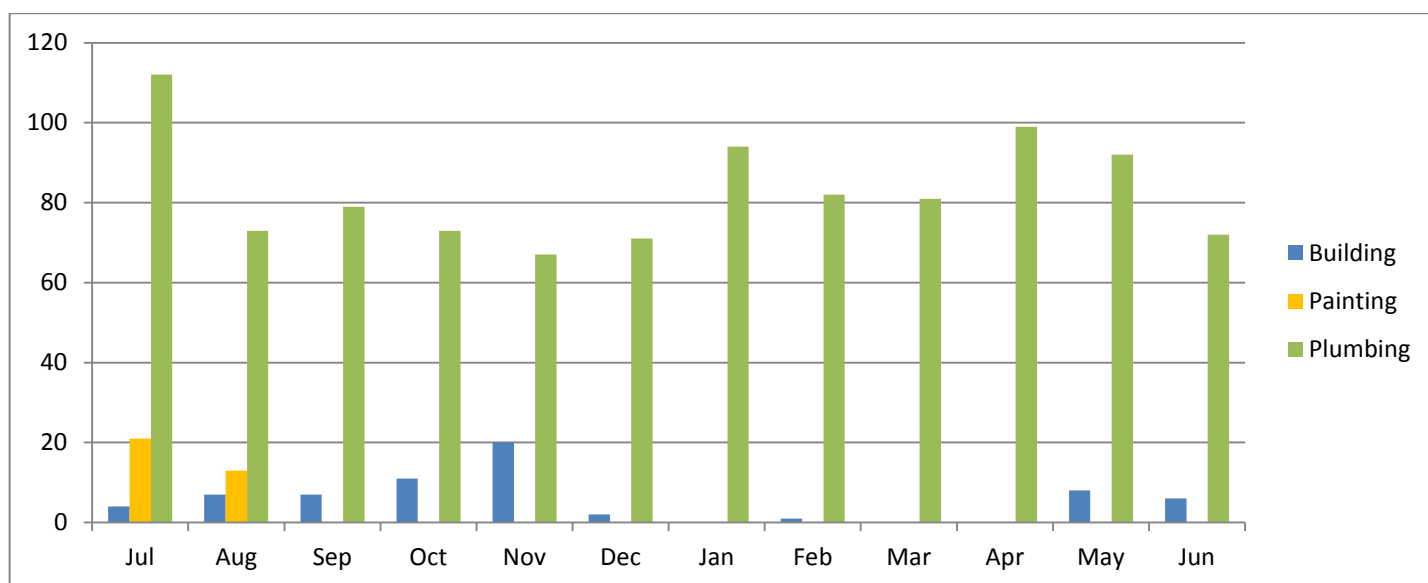


| Plumbing Inspections |     |     |     |     |     |     |     |     |     |     |     |     |       |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
|                      | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
| Drainage             | 252 | 220 | 171 | 185 | 88  | 176 | 103 | 152 | 104 | 220 | 207 | 139 | 2017  |
| Water Supply         | 300 | 241 | 165 | 262 | 165 | 215 | 200 | 221 | 167 | 216 | 236 | 140 | 2528  |
| Sanitary             | 172 | 213 | 146 | 273 | 182 | 156 | 125 | 292 | 77  | 135 | 160 | 72  | 2003  |
| Final                | 42  | 55  | 34  | 60  | 53  | 95  | 43  | 41  | 48  | 86  | 60  | 45  | 662   |
|                      | 766 | 729 | 516 | 780 | 488 | 642 | 471 | 706 | 396 | 657 | 663 | 396 | 7210  |

## INFORMAL COMPLAINTS

### Informal Complaints Received

During the fourth quarter there were a total of 277 informal complaints received by the Audit Branch. The majority of these (263) related to plumbing while there were 14 for building. Overall for the year there was a total of 1095 informal complaint with 995 relating to plumbing, 66 to building and 34 relating to painting.



| 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   | 0   | 8   | 6   | 66    |
| Painting            | 21  | 13  | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 34    |
| Plumbing            | 112 | 73  | 79  | 73  | 67  | 71  | 94  | 82  | 81  | 99  | 92  | 72  | 995   |
|                     | 137 | 93  | 86  | 84  | 87  | 73  | 94  | 83  | 81  | 99  | 100 | 78  | 1095  |

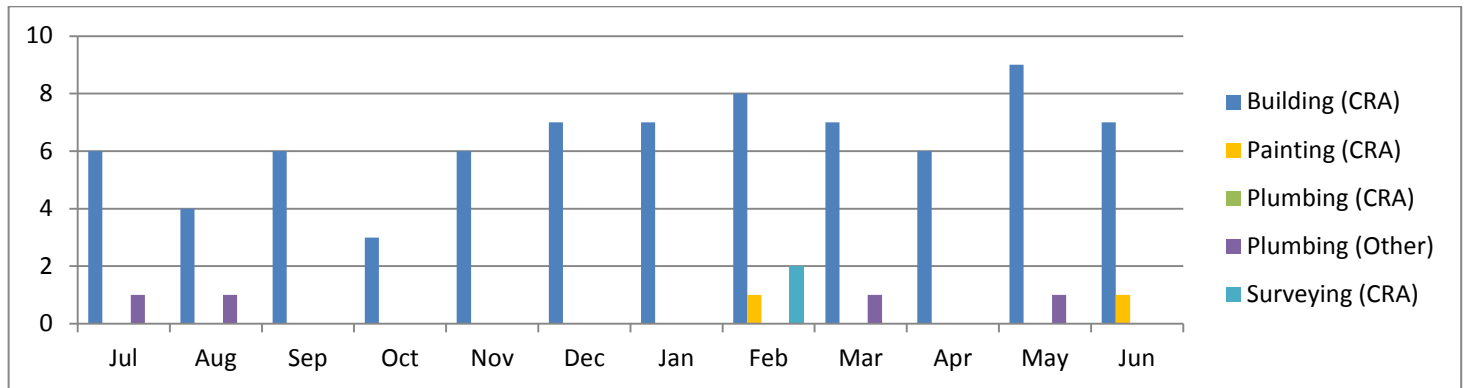
## DISCIPLINARY COMPLAINTS

### Disciplinary Complaints Received

There were 24 disciplinary complaints received for the quarter, with 22 being complaints lodged against a builder and one against a painter under the *Building Services (Complaint Resolution and Administration) Act 2011*. There was one complaint lodged against a plumber under the *Plumbers Licensing and plumbing Standards Regulations 2000*.

Overall there were 84 disciplinary complaints received during the 2014/15 fiscal year. Of these, 80 (95% of all complaints received) were lodged under the *Building Services (Complaint Resolution and Administration) Act 2011* with 76 (90%) related to a builder, two were against painters and two related to a building surveyor. Four complaints were lodged against a plumber under the *Plumbers Licensing and plumbing Standards Regulations 2000* during the year.

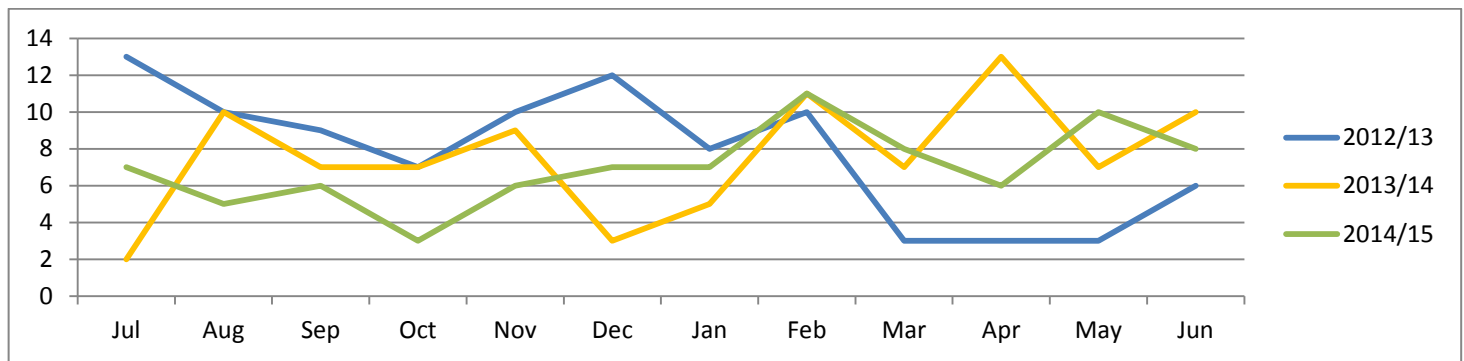
## Building Compliance Report – 4th Quarter 2014/2015



| 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   | 6   | 9   | 7   | 76    |  |
| Painting (CRA)      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 2     |  |
| Plumbing (CRA)      | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0     |  |
| Plumbing (Other)    | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 1   | 0   | 4     |  |
| Surveying (CRA)     | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2   | 0   | 0   | 0   | 0   | 2     |  |
|                     | 7   | 5   | 6   | 3   | 6   | 7   | 7   | 11  | 8   | 6   | 10  | 8   | 84    |  |

### Total Disciplinary Complaints Received – Financial Year Comparison

The 24 complaints received during the fourth quarter represent a 20% decrease for the same period last year and a 200% increase on the same period for 2012/13. The total of 84 disciplinary complaints received during the year is an 8% and 11% decrease on complaints received during the 2013/14 and 2012/13 fiscal years respectively.



## Building Compliance Report – 4th Quarter 2014/2015

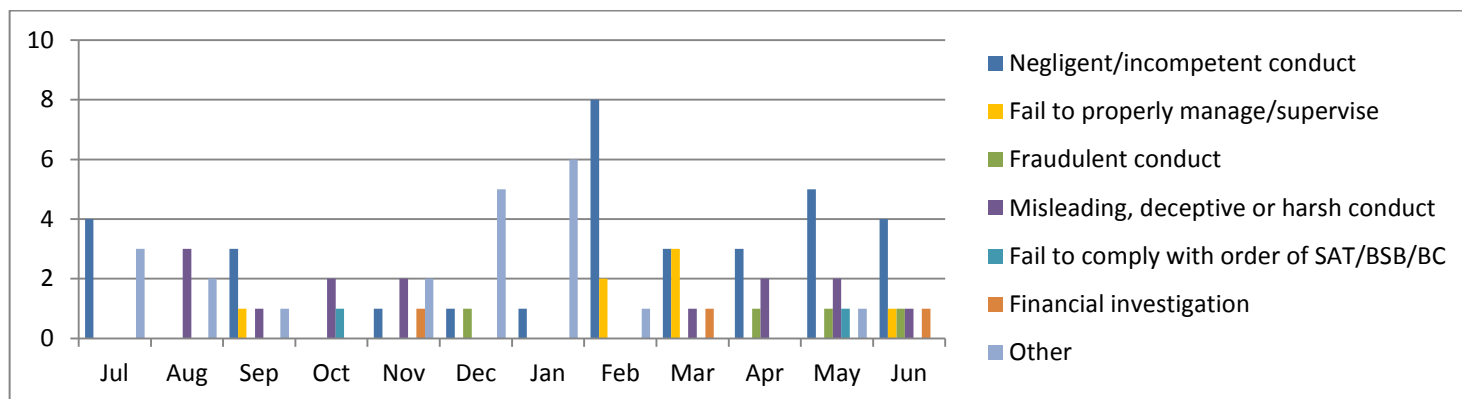
| Total Complaints Received - Financial Year Comparison |     |     |     |     |     |     |     |     |     |     |     |     |       |  |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
|   | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | 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   | 6   | 10  | 8   | 84    |  |

## Building Compliance Report – 4th Quarter 2014/2015

### Type of Disciplinary Complaints Received

There were 12 disciplinary complaints received for negligent/incompetent conduct, five for misleading, deceptive or harsh conduct, three for fraudulent conduct and one each for fail to properly manage and supervise, fail to comply with an order, a financial investigation and a plumber failing to lodge an NOI.

During the 2014/15 fiscal year 33 of the disciplinary complaints were received for negligent/incompetent conduct representing 39% of all complaints received. There was 14 complaints received for misleading, deceptive or harsh conduct, which was 17% of all complaints received.



### Type of Complaints Received

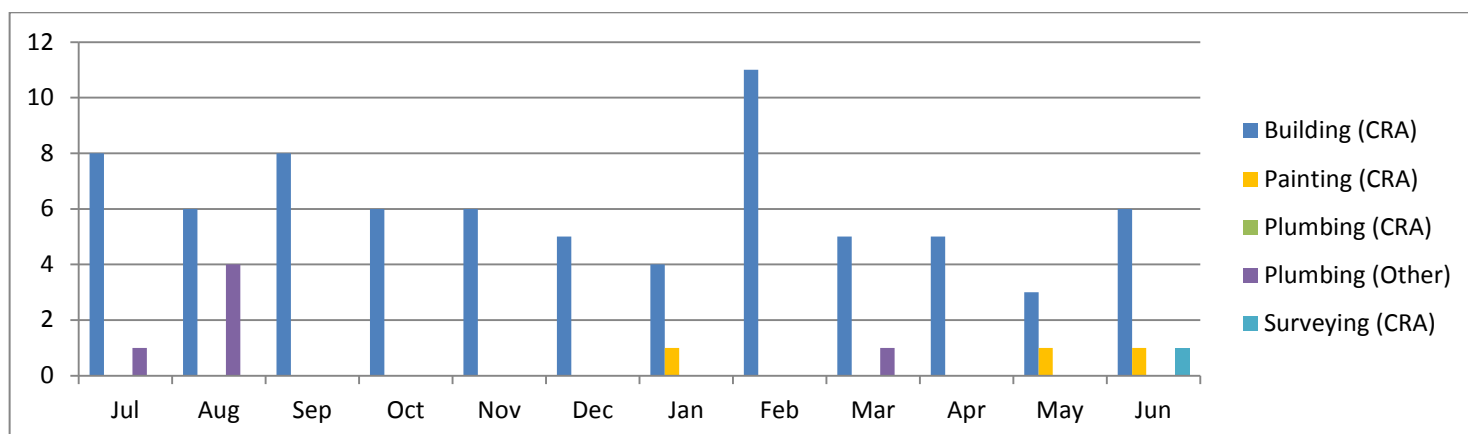
| Type of Complaints Received             | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Negligent/incompetent conduct           | 4   | 0   | 3   | 0   | 1   | 1   | 1   | 8   | 3   | 3   | 5   | 4   | 33    |
| Fail to properly manage/supervise       | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 2   | 3   | 0   | 0   | 1   | 7     |
| Fraudulent conduct                      | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 1   | 1   | 4     |
| Misleading, deceptive or harsh conduct  | 0   | 3   | 1   | 2   | 2   | 0   | 0   | 0   | 1   | 2   | 2   | 1   | 14    |
| Fail to comply with order of SAT/BSB/BC | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 2     |
| Financial investigation                 | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 0   | 0   | 1   | 3     |
| Other                                   | 3   | 2   | 1   | 0   | 2   | 5   | 6   | 1   | 0   | 0   | 1   | 0   | 21    |
|   | 7   | 5   | 6   | 3   | 6   | 7   | 7   | 11  | 8   | 6   | 10  | 8   | 84    |

### Disciplinary Complaints Finalised

There were 17 disciplinary complaints finalised during the fourth quarter. Of these, 14 were against registered builders, two were against painters and one was against a building surveyor under the *Building Services (Complaint Resolution and Administration) Act 2011*.

During the 2014/15 fiscal year 83 disciplinary complaints were finalised with 73 (88% of all complaints finalised) being against a registered builder, three against painters and one against a building surveyor under the *Building Services (Complaint Resolution and Administration) Act 2011*. Six complaints under the *Plumbers Licensing and plumbing Standards Regulations 2000* were finalised during the year.

# Building Compliance Report – 4th Quarter 2014/2015



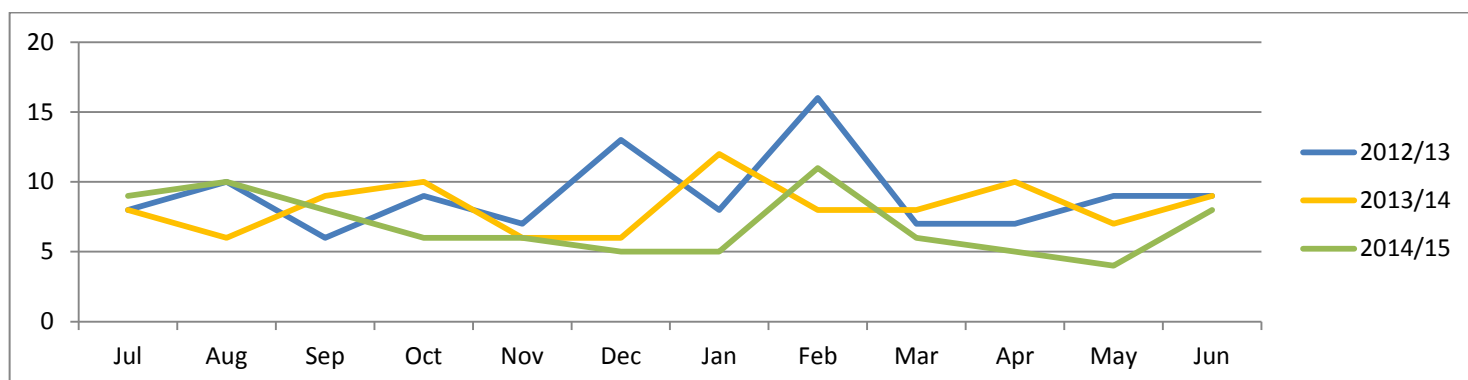
## Complaints Finalised

|                  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Building (CRA)   | 8   | 6   | 8   | 6   | 6   | 5   | 4   | 11  | 5   | 5   | 3   | 6   | 73    |
| Painting (CRA)   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 1   | 1   | 3     |
| Plumbing (CRA)   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0     |
| Plumbing (Other) | 1   | 4   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 6     |
| Surveying (CRA)  | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 1     |
|                  | 9   | 10  | 8   | 6   | 6   | 5   | 5   | 11  | 6   | 5   | 4   | 8   | 83    |

## Total Disciplinary Complaints Finalised – Financial Year Comparison

The 17 disciplinary complaints finalised for the fourth quarter represent a 35% and 32% decrease for the same period of the 2013/14 and 2012/13 fiscal years respectively.

The 83 complaints finalised for the year represent a 16% and 24% decrease on the 2013/14 and 2012/13 fiscal years respectively. The significant decrease in the number of complaints finalised this fiscal year compared to the past two years is attributed to the introduction of the triage role. This has had an impact in two ways. Firstly, there are less complaints being received, as detailed earlier in this report because they are being refused at the early stage. Secondly, the complaints assessed by the triage officer as being appropriate for investigation are real issues that require research and analysis of evidence.





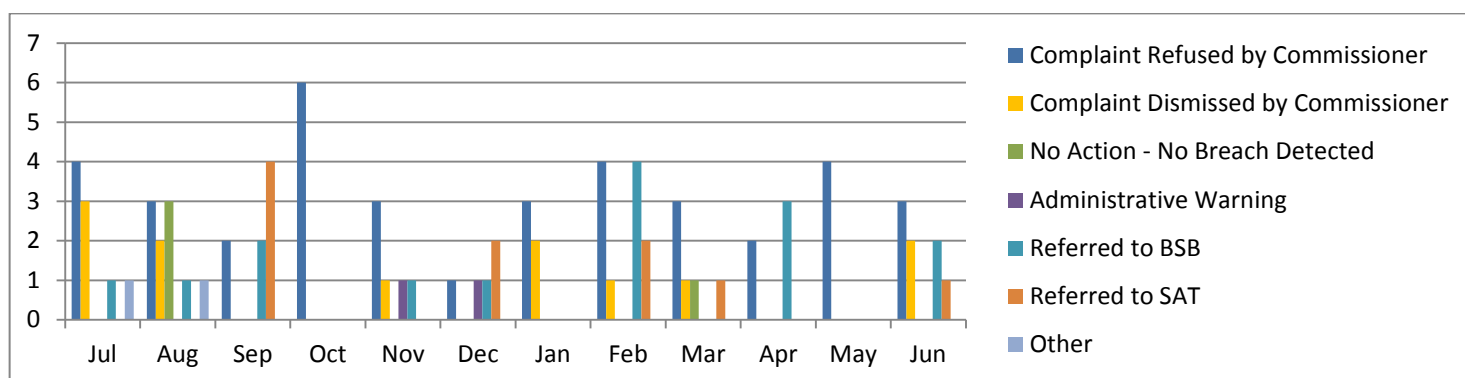
# Building Compliance Report – 4th Quarter 2014/2015

| 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   | 109   |
| 2013/14                    | 8   | 6   | 9   | 10  | 6   | 6   | 12  | 8   | 8   | 10  | 7   | 9   | 99    |
| 2014/15                    | 9   | 10  | 8   | 6   | 6   | 5   | 5   | 11  | 6   | 5   | 4   | 8   | 83    |

## Complaint Outcomes

Disciplinary complaints refused by the Building Commissioner were the most common outcome for disciplinary complaints during the quarter with nine complaints being refused. There were five complaints referred to the BSB, two were dismissed and one complaint was referred to the SAT.

Disciplinary complaints refused by the Building Commissioner recorded the highest number of outcomes during the 2014/15 fiscal year with 38, representing 46% of all outcomes. There were 15 matters referred to the BSB (18%), 12 dismissed (14%) and ten referred to SAT (12%).



| 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   | 2   | 4   | 3   | 38    |
| Complaint Dismissed by Commissioner | 3   | 2   | 0   | 0   | 1   | 0   | 2   | 1   | 1   | 0   | 0   | 2   | 12    |
| No Action - No Breach Detected      | 0   | 3   | 0   | 0   | 0   | 0   | 0   | 0   | 1   | 0   | 0   | 0   | 4     |
| Administrative Warning              | 0   | 0   | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 2     |
| Referred to BSB                     | 1   | 1   | 2   | 0   | 1   | 1   | 0   | 4   | 0   | 3   | 0   | 2   | 15    |
| Referred to SAT                     | 0   | 0   | 4   | 0   | 0   | 2   | 0   | 2   | 1   | 0   | 0   | 1   | 10    |
| Other                               | 1   | 1   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 2     |
|                                     | 9   | 10  | 8   | 6   | 6   | 5   | 5   | 11  | 6   | 5   | 4   | 8   | 83    |

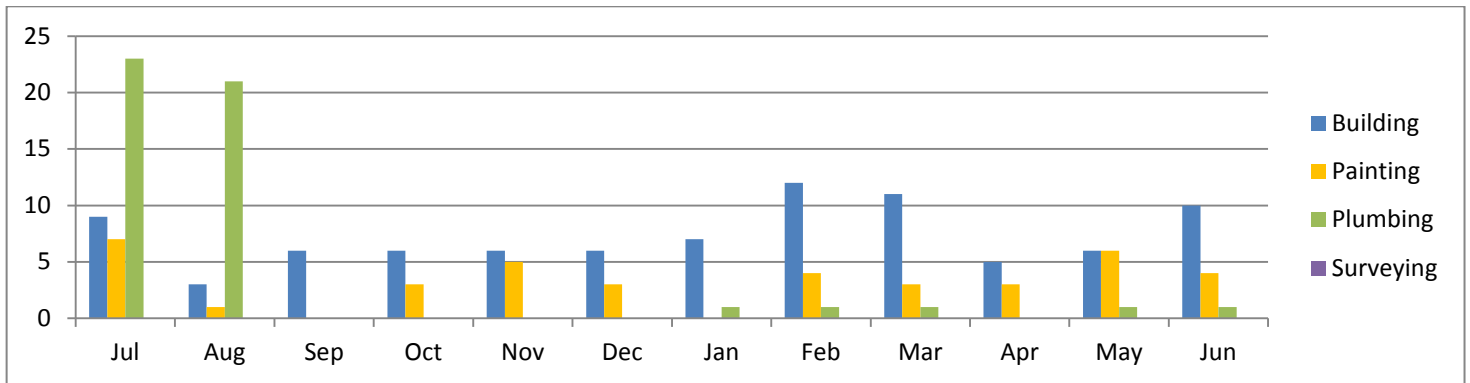
## STATUTORY OFFENCES

### Complaints Received

During the fourth quarter there were 36 complaints received relating to statutory breaches. There were 21 complaints relating to building, 13 relating to painting and two relating to plumbing.

In total there were 175 complaints received for statutory offences during the 2014/15 fiscal year. There were 87 relating to building (50% of all complaints received), 49 for plumbing (28%) and 39 for painting (22%).

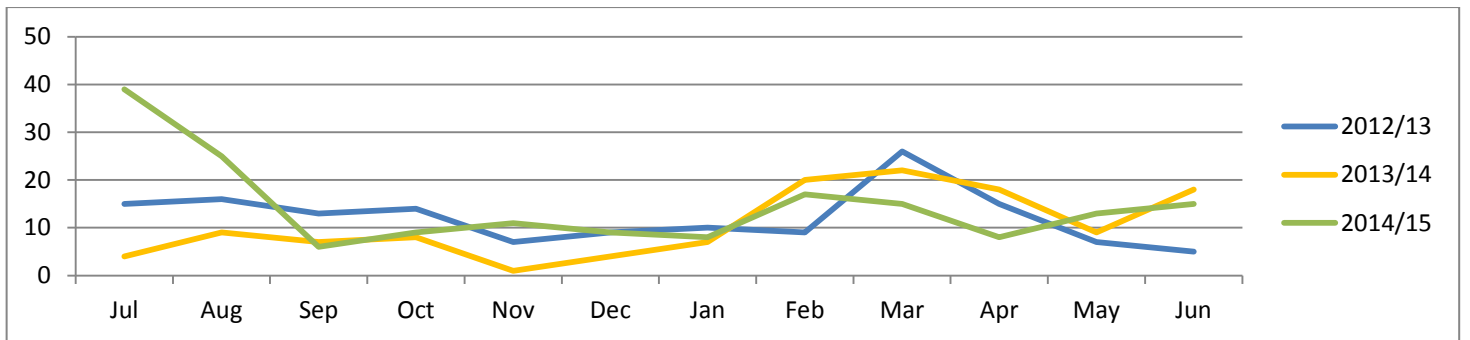
# Building Compliance Report – 4th Quarter 2014/2015



| 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  | 5   | 6   | 10  | 87    |  |
| Painting            | 7   | 1   | 0   | 3   | 5   | 3   | 0   | 4   | 3   | 3   | 6   | 4   | 39    |  |
| Plumbing            | 23  | 21  | 0   | 0   | 0   | 0   | 1   | 1   | 1   | 0   | 1   | 1   | 49    |  |
| Surveying           | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0     |  |
|                     | 39  | 25  | 6   | 9   | 11  | 9   | 8   | 17  | 15  | 8   | 13  | 15  | 175   |  |

## Total Complaints Received – Financial Year Comparison

The 36 complaints received for the fourth quarter represent 20% decrease and a 33% increase for the same period in 2013/14 and 2012/13 respectively. The 175 complaints received for the 2014/15 fiscal year represent a 38% and 20% increase on the 2013/14 and 2012/13 fiscal years respectively.



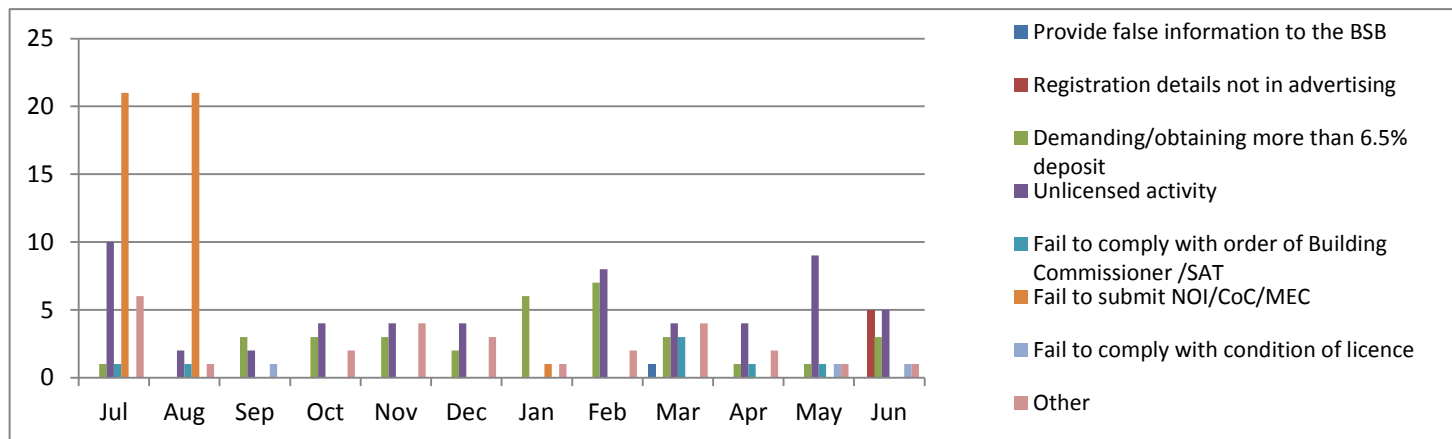
| Total Complaints Received - Financial Year Comparison |     |     |     |     |     |     |     |     |     |     |     |     |       |  |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
|   | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | 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  | 8   | 13  | 15  | 175   |  |

## Type of Complaints Received

There were 18 complaints received during the quarter for unlicensed activity, five each for registration not being in advertising and excess deposit, two each for failing to comply with an order of the Building Commissioner/ SAT and fail to comply with a condition of licence. The remaining four other complaints related to minor less common offences.

## Building Compliance Report – 4th Quarter 2014/2015

The most common type of complaint received relating to statutory offences during the 2014/15 fiscal year was unlicensed activity with 55 (31% of all complaints received), followed by plumber failing to lodge compliance paperwork with 43 (25%) and excess deposit with 33 (19%).



### Type of Complaints Received

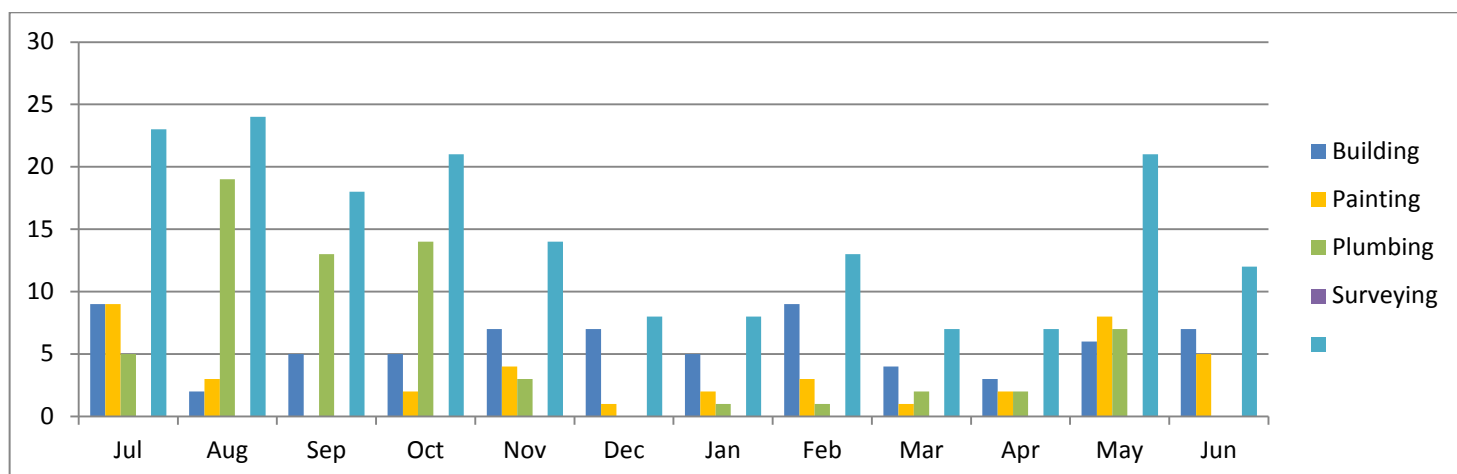
| Type of Complaint                                       | Jul       | Aug       | Sep      | Oct      | Nov       | Dec      | Jan      | Feb       | Mar       | Apr      | May       | Jun       | Total      |
|---|-----------|-----------|----------|----------|-----------|----------|----------|-----------|-----------|----------|-----------|-----------|------------|
| Provide false information to the BSB                    | 0         | 0         | 0        | 0        | 0         | 0        | 0        | 0         | 1         | 0        | 0         | 0         | 1          |
| Registration details not in advertising                 | 0         | 0         | 0        | 0        | 0         | 0        | 0        | 0         | 0         | 0        | 0         | 5         | 5          |
| Demanding/obtaining more than 6.5% deposit              | 1         | 0         | 3        | 3        | 3         | 2        | 6        | 7         | 3         | 1        | 1         | 3         | 33         |
| Unlicensed activity                                     | 10        | 2         | 2        | 4        | 4         | 4        | 0        | 8         | 4         | 4        | 9         | 5         | 56         |
| Fail to comply with order of Building Commissioner /SAT | 1         | 1         | 0        | 0        | 0         | 0        | 0        | 0         | 3         | 1        | 1         | 0         | 7          |
| Fail to submit NOI/CoC/MEC                              | 21        | 21        | 0        | 0        | 0         | 0        | 1        | 0         | 0         | 0        | 0         | 0         | 43         |
| Fail to comply with condition of licence                | 0         | 0         | 1        | 0        | 0         | 0        | 0        | 0         | 0         | 0        | 1         | 1         | 3          |
| Other   | 6         | 1         | 0        | 2        | 4         | 3        | 1        | 2         | 4         | 2        | 1         | 1         | 27         |
| <b>Total</b>  | <b>39</b> | <b>25</b> | <b>6</b> | <b>9</b> | <b>11</b> | <b>9</b> | <b>8</b> | <b>17</b> | <b>15</b> | <b>8</b> | <b>13</b> | <b>15</b> | <b>175</b> |

### Complaints Finalised

There were 40 complaints finalised during the fourth quarter. Of the 40 complaints finalised, 16 related to building, 15 were for painting and nine were for plumbing.

During the 2014/15 fiscal year 176 disciplinary complaints were finalised with 69 (39% of all complaints finalised) relating to building, 67 (38%) for plumbing and 40 (23%) relating to painting.

# Building Compliance Report – 4th Quarter 2014/2015

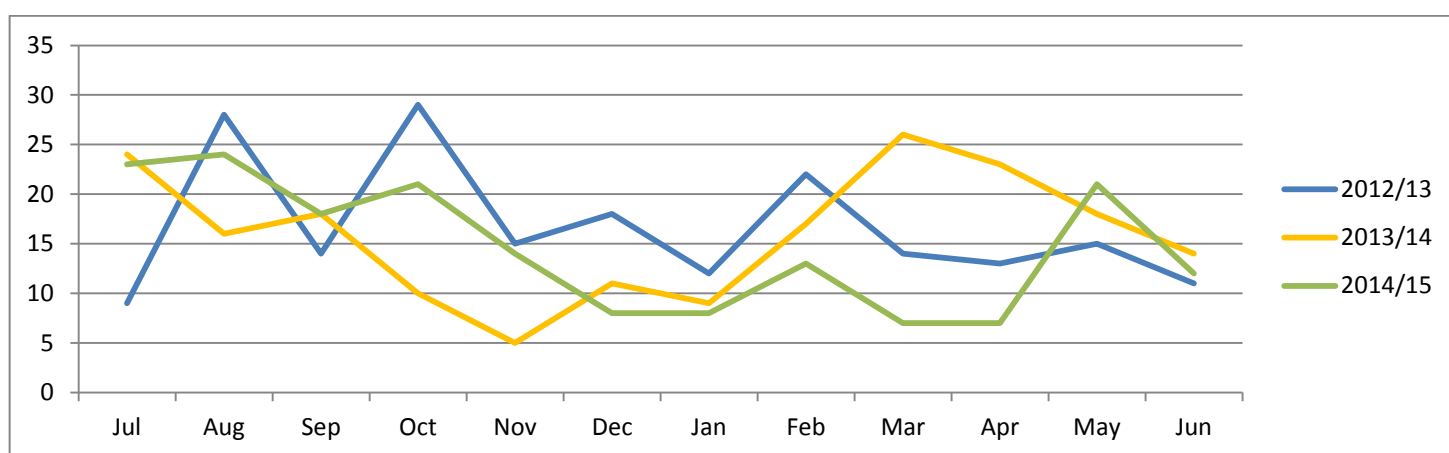


| Complaints Finalised |     |     |     |     |     |     |     |     |     |     |     |     |       |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
|                      | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
| Building             | 9   | 2   | 5   | 5   | 7   | 7   | 5   | 9   | 4   | 3   | 6   | 7   | 69    |
| Painting             | 9   | 3   | 0   | 2   | 4   | 1   | 2   | 3   | 1   | 2   | 8   | 5   | 40    |
| Plumbing             | 5   | 19  | 13  | 14  | 3   | 0   | 1   | 1   | 2   | 2   | 7   | 0   | 67    |
| Surveying            | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0     |
|                      | 23  | 24  | 18  | 21  | 14  | 8   | 8   | 13  | 7   | 7   | 21  | 12  | 176   |

## Total Complaints Finalised – Financial Year Comparison

The 40 complaints finalised for the fourth quarter represent a 17% decrease for the same period in the 2013/14 fiscal year and is similar to the number of complaints finalised in the 2012/13 fiscal year.

The 176 complaints finalised for statutory offences during the 2014/15 fiscal year represent an 8% and 12% decrease on the 2013/14 and 2012/13 fiscal years respectively. Like the disciplinary complaints, this is attributed to the introduction of the triage role.



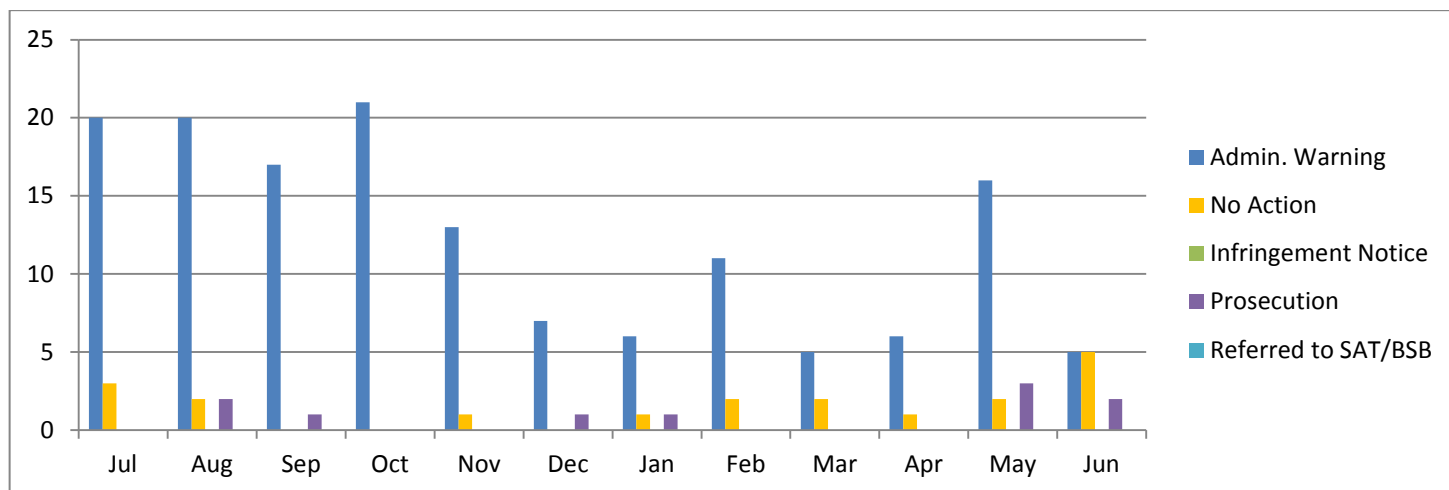
| Total Complaints Finalised |     |     |     |     |     |     |     |     |     |     |     |     |       |
|----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
|                            | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | 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   | 7   | 21  | 12  | 176   |

# Building Compliance Report – 4th Quarter 2014/2015

## Complaint Outcomes

The most common outcome for the quarter was administrative warnings with 27 being issued. There were eight matters where no action was taken and five matters referred for prosecution.

Overall, there were 147 administrative warnings issued during the 2014/15 fiscal year, representing 84% of all complaint outcomes. There were 19 matters (11%) where no action was taken and ten matters (5%) were referred for prosecution.

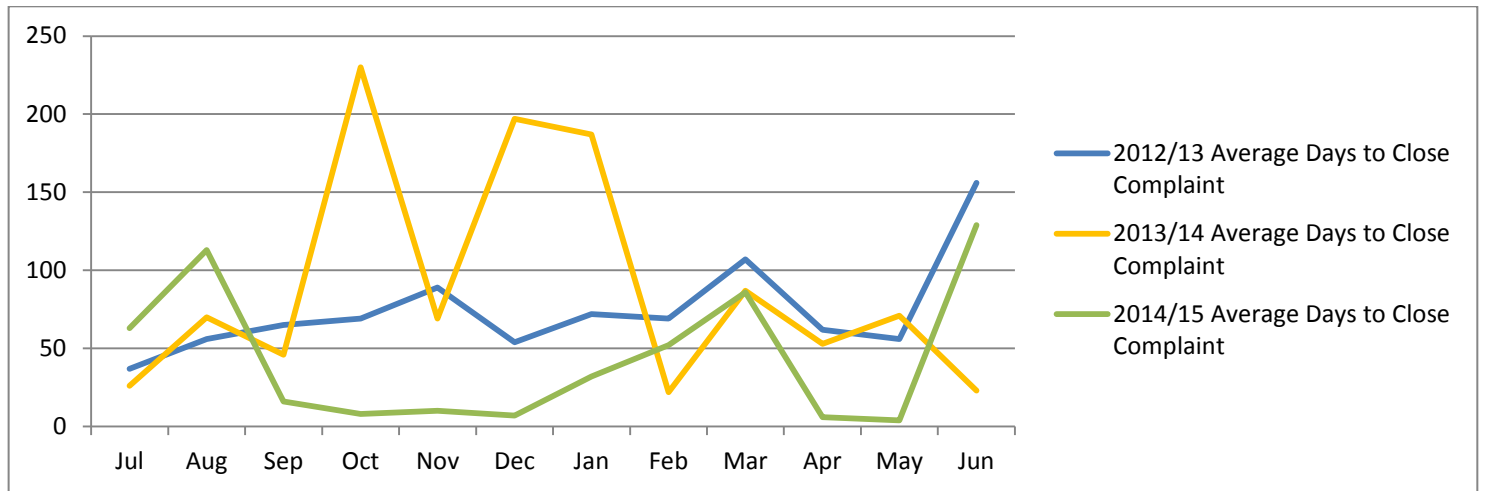


| Complaint Outcomes  |     |     |     |     |     |     |     |     |     |     |     |     |       |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
|                     | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
| Admin. Warning      | 20  | 20  | 17  | 21  | 13  | 7   | 6   | 11  | 5   | 6   | 16  | 5   | 147   |
| No Action           | 3   | 2   | 0   | 0   | 1   | 0   | 1   | 2   | 2   | 1   | 2   | 5   | 19    |
| Infringement Notice | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0     |
| Prosecution         | 0   | 2   | 1   | 0   | 0   | 1   | 1   | 0   | 0   | 0   | 3   | 2   | 10    |
| Referred to SAT/BSB | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0   | 0     |
|                     | 23  | 24  | 18  | 21  | 14  | 8   | 8   | 13  | 7   | 7   | 21  | 12  | 176   |

## Timeliness

The average days to complete an investigation has improved significantly during the 2014/15 fiscal year with the yearly average being 44 days compared to 90 days in 2013/14 and 74 days in 2012/13. This is attributed to the introduction of the triage process where complaints are assessed prior to being accepted to ensure that there are grounds for an investigation.

# Building Compliance Report – 4th Quarter 2014/2015



## 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  | 6   | 4   | 129 | 44    |