

**MINES, INDUSTRY REGULATION AND SAFETY — BUILDING COMPLAINTS**

818. Ms M. Beard to the Parliamentary Secretary to the Minister for Commerce:

- (1) With respect to building complaints received by the Department of Mines, Industry Regulation and Safety (DMIRS) Building and Energy, pursuant to the Building Services (*Complaint Resolution and Administration*) Act 2011), for each year since 1 June 2017, I ask:
  - (a) How many complaints were received; and
  - (b) How many full-time equivalent worked to manage these complaints?
- (2) How many of those staff were registered building surveyors, and how many were registered building inspectors:
  - (a) How many of the complaints involved Building and Energy registered building surveyors/inspectors completing on-site inspections?
- (3) How many complaints were referred to the State Administrative Tribunal (SAT):
  - (a) What was the average time, median time and longest wait time to fully resolve a complaint (from Building and Energy receipt to final decision, including those referred to SAT);
  - (b) What was the average time to resolve all of the complaints that were referred to SAT;
  - (c) How many of the complaints involved some action or engagement with the local government permit authorities; and
  - (d) How many of the complaints, in part or full, could have been dealt with by local government permit authorities, but were not?

**Dr J. Krishnan replied:**

Answer

- (1) (a)–(b)

Year	Number of Complaints received	Number of FTE
2017/18	734	20
2018/19	669	21
2019/20	574	24
2020/21	771	26
2021/22	1003	27
2022/23 <sup>1</sup>	991	27

<sup>1</sup> As at 19 June 2023.

- (2) There are nine registered building inspectors and one registered painting inspector within the Complaints Branch.

Other technical officers within Building and Energy are called upon to assist where necessary. This includes 13 registered building surveyors and two qualified structural engineers.

- (a) The provision of in-house building inspection services by Building and Energy commenced on 1 July 2020. Since then there have been 1064 on-site inspections carried out by Building and Energy inspectors.

- (3)

Year	Complaints referred to SAT
2017/18	156
2018/19	141
2019/20	142
2020/21	159
2021/22	261
2022/23	320

- (a)

Year	Average (median) days to complete – Building and Energy	Longest time to complete – Building and Energy
2017/18	162	182
2018/19	175	242
2019/20	171	260
2020/21	162	210
2021/22	148	179
2022/23	172	192

Note: Once a complaint is referred to the SAT it is closed by Building and Energy.

- (b) Information regarding the average days to resolve a matter by the SAT should be referred to the Attorney General.
- (c) This information is not recorded by Building and Energy. It is not uncommon for Building and Energy to liaise with local governments in relation to building documentation such as building permits and plans.
- (d) This information is not recorded by Building and Energy.