

MINES, INDUSTRY REGULATION AND SAFETY — BUILDING COMPLAINTS

825. 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 State Administrative Title (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 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:

Please refer to Legislative Assembly Question on Notice 818.