

CONSUMER PROTECTION — RENTAL TENANCY COMPLAINTS

914. Hon WILSON TUCKER to the Minister for Finance:

I refer to the Consumer Protection division and the support and mediation services provided to tenants and landlords.

- (1) Does the Consumer Protection division maintain a record of rental property inquiries made through the contact centre?
- (2) If yes to (1), can the minister provide figures for yearly inquiries since 2017, including —
 - (a) the number of inquiries that constituted a complaint;
 - (b) the number of complaints that were referred to another organisation;
 - (c) the number of complaints that required informal mediation by Consumer Protection; and
 - (d) the number of complaints that could not be resolved?

Hon SUE ELLERY replied:

I thank the honourable member for some notice of the question.

- (1) Yes.
- (2) This answer is in tabular form, so I will refer to that in a minute, but there is a footnote. The note states that the information in the table does not include matters that were unable to be progressed for a number of reasons or were referred to other organisations. The number of inquiries to the contact centre (tenancy) that constituted a legitimate complaint is unknown. The rest of the information is provided in tabular form, so I seek leave to have the answer incorporated into *Hansard*.

[Leave granted for the following material to be incorporated.]

Year	Total Number of Enquiries	(b)	(c)	(d) *
2017	50,128	6,837	521	44
2018	40,681	5,715	567	60
2019	33,746	4,506	660	34
2020	39,609	3,263	805	49
2021	62,491	3,228	1,228	41
2022	42,724	1,277	1,068	35
2023	26,842	256	849	30