

Questions taken on notice and further information agreed to be supplied at the hearings.

Committee:	Public Accounts and Estimates Committee
Inquiry:	2026-27 Budget Estimates
Hearing date:	20 May 2026
Witness:	Nick Staikos MP
Committee Member:	Jade Benham
Page/s of transcript:	13

Question:

Jade Benham - What is the average wait time for those complaints to be satisfactorily resolved?

Anna Cronin - I have not got figures in front of me on the average wait times, but I can certainly get them for you.

Jade Benham - That would be fantastic. Of those numbers that you just gave me, could we also get a list of how many have been satisfactorily resolved?

Anna Cronin - Sure. One of the avenues that complaints often come into the BPC through is dispute resolution, and 66 per cent of them are resolved within about 90 days, which is pretty good.

Jade Benham - Ninety days.

Anna Cronin - We have improved that quite considerably. But I can get you the figures on the more general complaint numbers.

Answer:

The BPC has a Budget Paper target to resolve 80% of consumer enquiries at the first point of call. Since its establishment as a consumer-focused regulator, the BPC has resolved over 90.2% of consumer enquiries at the first point of call.

Issues which are not resolved at the first point of call can require in-depth case management, including site visits and interviews, to protect consumers as thoroughly as possible and ensure fairness for everybody involved.

The BPC has improved its triaging of complaints to ensure that serious matters are immediately escalated for Investigation and Discipline.

As of 30 April 2026, 79% of building complaints are closed or escalated within 60 days. This is compared to 59% under the old regulator.

As of 30 April 2026, 88% of plumbing complaints are closed or escalated within 60 days. This is compared to 66% under the old regulator.


Nick Staikos MP

Minister for Housing and Building