# Complaints by type

A chart containing 8 segments in order of the volumes of specific complaint type category for the 2024-2025 financial year.

Complaint types in order by volume are ‘length of time taken’ (30.53%), ‘attitude or conduct of employee’ (23.16%), 'unhappy with decision' (20%), 'state of property' (14.74%), 'accuracy of information' (5.26%) 'poor communication' (3.16%, 'poor workmanship' (2.11%), 'appointment not kept' (1.05%)

Data table

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| --- | --- | --- |
| Complaint Type | 2023 to 2024 | 2024 to 2025 |
| Attitude or conduct of employee | 22.22% | 23.16% |
| Length of time taken | 20.37% | 30.53% |
| State of property | 16.67% | 14.74% |
| Poor workmanship | 3.70% | 2.11% |
| Poor communication | 1.85% | 3.16% |
| Accuracy of information | 5.56% | 5.26% |
| Unhappy with decision | 22.22% | 20.0% |
| Conduct of neighbour | 5.56% | 0.00% |
| Appointment not kept | 1.85% | 1.05% |