# Complaints by type



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% |