

36257 (2025) Appendix 1

Year	Complaints received	Complaints accepted	Proportion accepted
24-25	1124	476	0.42
23-24	893	544	0.61
22-23	975	622	0.64
21-22	701	365	0.52
Total	3693	2007	0.54

Notes

- Data is shown by financial years 1 July to 30 June. Complaints received are complaints received by TCIT via the webform, email or the MBIE service centre.
- Accepted complaints are those complaints that have been accepted into the case management system.
- The data is based on the date that it was received.
- Cases that are not accepted
- Complaints that are not accepted for investigation but potentially fall under the Residential Tenancies Act are referred to the Tenancy Services contact centre for further advice.