## Appendix D: Building dispute flowchart

Figure D1: The building dispute process for consumers through DBDRV and VCAT. DBDRV process DBDRV may take a dispute that: DBDRV resolves a dispute is less than 10 years old has not been subject to VCAT proceedings DBDRV could not resolve a dispute parties have taken reasonable steps to resolve Other outcome In jurisdiction 93% — Not in jurisdiction 7% -An officer assesses if the claim is suitable under legislation Suitable 60% - Not suitable 33% -DBDRV may refer a party it believes has breached the act to the VBA for prosecution Intake, review and discussion with The party may not all parties, to prepare for proceed to DBDRV conciliation Conciliation proceeds 40% Withdrawn 20% Parties reach resolution Conciliation with an officer and before conciliation and/or potentially a building assessor withdraw application Resolved 21% Not resolved 19% Chief Dispute Resolution Officer Chief Dispute Resolution issues a Dispute Resolution Order, Officer issues a Certificate of Conciliation binding against one or both parties Parties resolve their dispute A party does not comply Parties comply with the DBDRV issues a breach notice, DBDRV formal record of Dispute Resolution Order agreement is documented and reports the matter to the VBA Cases eligible for VCAT's **Building and Property List** 80% Goes to VCAT 13% VCAT strikes out or VCAT successfully VCAT holds a hearing Does not go to VCAT dismisses the case, or mediates the case and issues a decision parties withdraw it

Note: Data in this flowchart goes from DBDRV's establishment until October 2023. Source: VAGO, based on DBDRV and VCAT data.