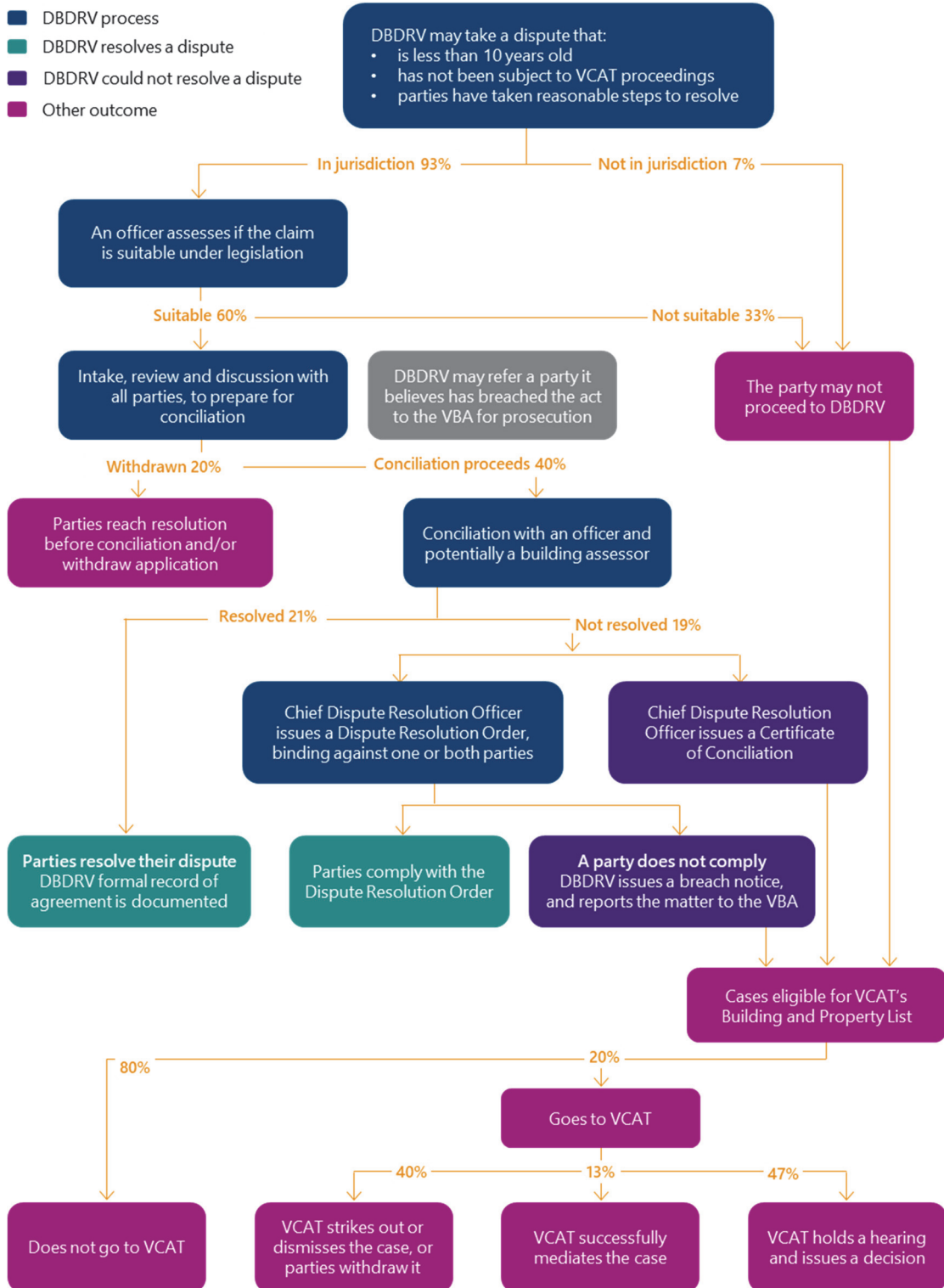


Appendix D: Building dispute flowchart

Figure D1: The building dispute process for consumers through DBDRV and VCAT.



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