

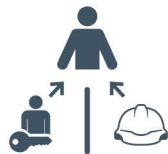
HOW THE QBCC MEDIATION AND CONCILIATION PROCESS WORKS

A faster and fair way to resolve building disputes before they escalate.

WHEN MEDIATION AND CONCILIATION CAN HELP



Disputes about residential defective building work.



Willing participation from both parties.

HOW MEDIATION AND CONCILIATION CAN HELP



Alternative early step before further technical assessment/inspection.

THE MEDIATION AND CONCILIATION PROCESS

Participation is voluntary and free. The conciliator is impartial and doesn't decide who's right or wrong.

SUITABILITY CHECK



INITIAL CONTACT



INTAKE
(PRE-CONCILIATION
DISCUSSION)



CONCILIATION CONFERENCE



OUTCOMES



NEXT STEPS



The QBCC reviews the case to see if conciliation can help.



An M&C team member explains the process and invites both parties to take part.



A one-on-one discussion learning about the process and preparing for the conciliation conference.



An impartial conciliator supports both parties to talk through the issues, clarify responsibilities and explore solutions.



Parties agree on the resolution steps which are documented in a good faith agreement. (In some circumstances this can finalise the case).



For outstanding issues not resolved in an agreement – case will be referred to regulatory pathways for further consideration.

KEY BENEFITS



FASTER RESOLUTION
M&C cases finalised on average within 36 days. The process provides an avenue for dispute issues to be resolved quickly.



POSITIVE OUTCOMES
70% of cases fully or partially resolved or progressed via procedural agreement.



REDUCED STRESS
Open discussion helps both parties feel heard.



FAIR AND IMPARTIAL
Professional conciliators guide the process.

RESULTS



1,238
complaint items resolved.



RESULTS (CURRENT AT OCTOBER 2025)

Need help resolving a residential building dispute? Visit qbcc.qld.gov.au and search Mediation and Conciliation or call 139 333