

Home Inspection - Stats based on Canadian BBB Activity Reports								
Year	Complaints	Rank	Settled	% Settled	Unpursuable	% Unpurs	Unsettled	% Unsettled
2003	46	105	42	60.9	0	0	4	39.1
2004	17	136	10	58.8	2	12	5	29.2
2005	22	159	12	54.5	4	18.2	6	27.3
2006	19	198	15	78.9	0	0	4	21.1
2007	28	97	18	64.3	0	0	10	35.7
2008	27	44	14	51.9	0	0	13	48.1
2009	32	47	19	59.4	0	0	13	40.6
2010	33	46	29	87.9	0	0	4	12.1
2011	32	55	22	68.8	1	3.1	9	28.1
2012	0	1737		NA				
2013	14	350	10	71	0	0	4	29
2014	29	178	20	69	0	0	9	31
Average	24.92			65.95		3.7	7.36	31.03

Notes:

Although the actual number may seem small in the overall total of home inspections performed, the concern is the number of unsettled complaints still seem to be significantly high.

This info simply provides a very small glimpse into claims against home inspectors. There is no one stop empirical reference to the exact number of complaint claims placed against home inspectors in Canada, and as a matter of fact even in the USA. In fairness it also does not provide an accurate data measurement of the validity of the claim, however it simply offers a general idea.

The limited access to claim records underscores the reality of potential problems that could possibly impact consumers of home inspection services. What we do know and can report is that newsworthy claims have been documented in the news indicating the potential vulnerability can exist that impact consumers.

Anyone can still be an instant inspector, except those requiring a license in B.C. and Alberta. Even licensing does not make a home inspector infallible.

This is not to imply that good, reputable home inspectors do not exist. The real concern is which ones can a consumer really trust?

Remember:

The stats are based on actual reported complaints from only one reliable source. There is no one stop place where consumers can actually find out the actual number of claims against a home inspector.

Comment:

Can we as an industry do better? The answer to that is YES!