

(Assistance from a lawyer Summary). What actions did you take to address the serious problems that you've faced in the past three

	Total
Base: Experienced serious and difficult events within past three years	(n=839)
Weighted	(n=854)
Real estate issues such as buying or selling a home.	84%
Wills and Estates problems such as writing a will, managing the affairs of someone unable to do so on their own, managing the estate of a deceased person, etc.	78%
Family relationship problems such as divorce or separation, child custody or access, division of property, support payments, domestic violence, etc.	59%
Small business issues such as incorporation, employment, revenue, taxes, etc.	54%
Personal injury problems such as a car accident, slip and fall, medical malpractice, a dog bite, etc.	46%
Crime Incidents such as being questioned as a suspect, charged with an offence or arrested, being a victim of a crime etc.	40%
Property damage or insurance law issues such as damage to your car, house, etc.	27%
Employment problems such as job loss, harassment, bullying or discrimination, difficulty collecting employment benefits or unemployment insurance, etc.	19%
Legal action problems such as being sued or receiving letters threatening to sue, etc.	47%
Consumer problems such as purchasing faulty goods or appliances, receiving incorrect or misleading information, being overcharged for goods and services, etc.	8%
Money or debt problems such as inability to make payments, personal bankruptcy, collecting a debt, etc.	9%
Housing problems such as landlord-tenant problems, access to housing, etc.	15%

Immigration problems such as difficulty with government agencies, obtaining proper documents and papers, etc.	35%
Benefit problems such as seeking or obtaining benefits, reduction in benefits, difficulty with a benefit company or government agency, CPP, EI, WCB, welfare or social assistance, etc	10%
Land problems such as neighbour problems, zoning or development, boundary issues, mortgage fraud, etc.	13%
Hospital treatment or release problems such as patient's rights or mental health issues, etc.	17%
Discrimination problems involving housing or services, etc.	25%

For the next series of questions, please think only of your experience resolving... within the past three years. Regardless of whether you

Total	
Base: Experienced serious and difficult events within past three years	(n=839)
Weighted	(n=854)
Was uncertain of my rights	39%
Thought it would cost too much	39%
Didn't know what to do	37%
It was just too complex, I was overwhelmed	28%
Thought it would be too stressful	24%
Thought it would take too much time	19%
Thought there would be too much conflict	18%
Thought nothing could be done	17%
Thought it would damage my relationship with the other side	12%
Was too afraid to take action	11%
Too difficult to communicate/language barrier	6%
Had to travel too far to get help	4%
Thought the other side was right	3%
Having to use a lawyer (needed legal assistance)	2%
Making sure it was done properly (paperwork)	1%
Dealing with family	1%
Dealing with wills (probate)	1%
What's the use (thought other party wouldn't listen/ care)	1%
I handled it (thought I could do it myself)	1%
Lost (didn't think I would win)	1%
Needed more information (advice)	1%
Trust issues (other party lying)	0%
Other	3%
None (no issues/ problems)	1%
Don't Know	9%

You indicated that you sought assistance from a lawyer to help resolve the ... you experienced. Overall, how satisfied were you with

Total	
Base: Sought assistance from a lawyer	(n=496)
Weighted	(n=505)
Very satisfied	53%
Somewhat satisfied	25%
Neither satisfied nor dissatisfied	10%
Somewhat dissatisfied	6%
Very dissatisfied	3%
Don't Know	3%
Summary	
Satisfied	78%
Dissatisfied	10%

Which of the following were the most important factors in choosing the lawyer who provided you with assistance?

	Total
Base: Outcome of the assistance received from a lawyer	(n=381)
Weighted	(n=388)
The lawyer had a good reputation	43%
I was referred by another person	41%
The lawyer had legal training	30%
The lawyer was subject to a code of ethics and professionalism	26%
I knew this lawyer personally	25%
The cost of the services	23%
The lawyer was geographically closest to me and most accessible	23%
The lawyer was overseen by a regulatory body to deal with any complaints relating to the quality of their services	15%
The lawyer was insured to provide those services	14%
Used the lawyer before/ my/ our lawyer (past experience)	2%
Lawyer specializes in area that was needed	1%
Other	2%
None of the above	2%

How far did you have to travel when you sought assistance from a lawyer to resolve the ...?

Total	
Base: Outcome of the assistance received from a lawyer	(n=381)
Weighted	(n=388)
Within my immediate community	30%
Within my city/town/region	52%
Less than 50km outside of my city/town/region	7%
50km to 100km outside of my city/town/region	4%
More than 100km outside of my city/town/region	8%
Summary	
Within City/Town	82%
Outside City/Town	18%

Considering what you spent to resolve the ..., did you get...

Total	
Base: Outcome of the assistance received from a lawyer	(n=381)
Weighted	(n=388)
Very good value from your lawyer's costs	34%
Good value from your lawyer's costs	37%
Somewhat good value from your lawyer's costs	20%
Not very good value from your lawyer's costs	6%
Poor value from your lawyer's costs	3%
Summary	
Good Value	91%
Poor Value	9%

In the future, if you had a legal problem that is difficult to resolve, how likely would you be to hire a lawyer?

Total	
Base: All Respondents	(n=1577)
Weighted	(n=1577)
Very likely	42%
Somewhat likely	48%
Not very likely	6%
Not likely at all	2%
Don't Know	3%
Summary	
Likely	90%
Not Likely	8%

Have you ever been personally involved in a court, hearing, or tribunal proceeding as a result of a legal problem or issue?

Total	
Base: All Respondents	(n=1577)
Weighted	(n=1577)
Yes	35%
No	65%

Overall, how satisfied were you with the services of your lawyer at your most recent court, hearing, or tribunal proceeding?

Total	
Base: Represented by a lawyer	(n=312)
Weighted	(n=299)
Very satisfied	50%
Somewhat satisfied	30%
Neither satisfied nor dissatisfied	10%
Somewhat dissatisfied	4%
Very dissatisfied	6%
Don't Know	1%
Summary	
Satisfied	80%
Dissatisfied	10%