
EVERYDAY LEGAL PROBLEMS AND THE COST OF
JUSTICE IN CANADA

EDUCATION

The Right Honourable
Beverley McLachlin, P.C.,
Chief Justice of Canada
(2011)

“This research...by the Canadian Forum on Civil Justice will be essential in helping us understand the true extent of the problem of cost and how it impacts on the justice system. I believe that it will prove to be of great assistance to...identify concrete solutions to the problem of access to justice.”

The Canadian Forum on Civil Justice is a national not-for-profit organization dedicated to civil justice reform and access to justice research and advocacy. Established by the Canadian Bar Association and affiliated with Osgoode Hall Law School, the CFCJ envisions an accessible, sustainable and effective justice system for all Canadians.

Overview of the Cost of Justice project. The Cost of Justice project (2011-2017) examines the social and economic costs of Canada’s justice system. It is guided by two questions: What is the cost of delivering access to justice? And what is the cost of not delivering access to justice? Comprised of leading

researchers investigating various dimensions of access to justice and cost across the country, the Cost of Justice project is producing empirical data that will inform the future of access to justice in Canada and abroad. The lead research team includes: Trevor C.W. Farrow (Principal Investigator), Lisa Moore, Nicole Aylwin, Les Jacobs and Diana Lowe.

The Cost of Justice project is funded by a \$1 million grant from the Social Sciences and Humanities Research Council of Canada. For more details please visit Canadian Forum on Civil Justice, “Cost of Justice”, online: CFCJ <www.cfcj-fcjc.org/cost-of-justice>.



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EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA EDUCATION

OVERVIEW

INTRODUCTION

The national "Everyday Legal Problems and the Cost of Justice in Canada" survey was conducted with a random sample of 3,263 adults aged 18 years and older, of which 3,051 resided in households with landlines and 212 used cell phones only. The data presented in the following pages are based on the 3,051 land line calls. Weighted to the Canadian population, this represents an estimated 23,590,697 people from the ten provinces.¹

For this first national legal needs survey in ten years, respondents were asked questions aimed at measuring the frequency and ways in which they experience civil and family justice problems. Based on our survey results, it is estimated that, within a 3-year period, 11.4 million adult Canadians (or 48.4%) will experience at least one everyday legal problem that they consider to be serious and difficult to resolve. Respondents to the Canadian Forum on Civil Justice's "Everyday Legal Problems and the Cost of Justice in Canada" survey were asked a series of demographic questions to help aid the analysis of the survey results. This report presents some of the key data from the "Everyday Legal Problems and the Cost of Justice in Canada" survey based on the education level of the respondents: (1) high school graduate or equivalent and less than high school, (2) post high school,

CEGEP, and some community college or some university attendance without a degree being granted and, (3) degrees, which includes Bachelor's degrees and post graduate training.

Of the 84 specific problem scenarios around which the *Everyday Legal Problems* national questionnaire was developed, problems were organized into the following 17 problem categories: Consumer, Debt, Employment, Neighbors, Discrimination, Family (Relationship Breakdown), Wills & Incapacity, Medical Treatment, Housing, Personal Injury, Treatment by Police, Disability Assistance, Threat of Legal Action, Social Assistance, Immigration, Family (Other) and Criminal Charges (in the context of experiences of civil justice problems).² The data reflecting respondent experiences of each of these problem types have been reproduced in this report based on 3 education groups: High School or Less, Post High School, no Degree and Degree(s).

The introductory pages of this report provide details on responses related to general attitudes towards the Canadian justice system. The remaining sections of this report present data related to: actions taken to address legal problems, satisfaction with the option(s) chosen and spending to address everyday legal problems.

1 For more information see: Canadian Forum on Civil Justice, *Everyday Legal Problems and the Cost of Justice in Canada: Overview Report* (Toronto, Canadian Forum on Civil Justice, 2016), online: <<http://www.cfcj-fcjc.org/sites/default/files/Everyday%20Legal%20Problems%20and%20the%20Cost%20of%20Justice%20in%20Canada%20-%20Overview%20Report.pdf>>

2 For more information on each of these problem types, see: Canadian Forum on Civil Justice, *Everyday Legal Problems and the Cost of Justice in Canada: Fact Sheets on 17 Problem Types* (Toronto, Canadian Forum on Civil Justice, 2016), online: <<http://cfcj-fcjc.org/cost-of-justice>>

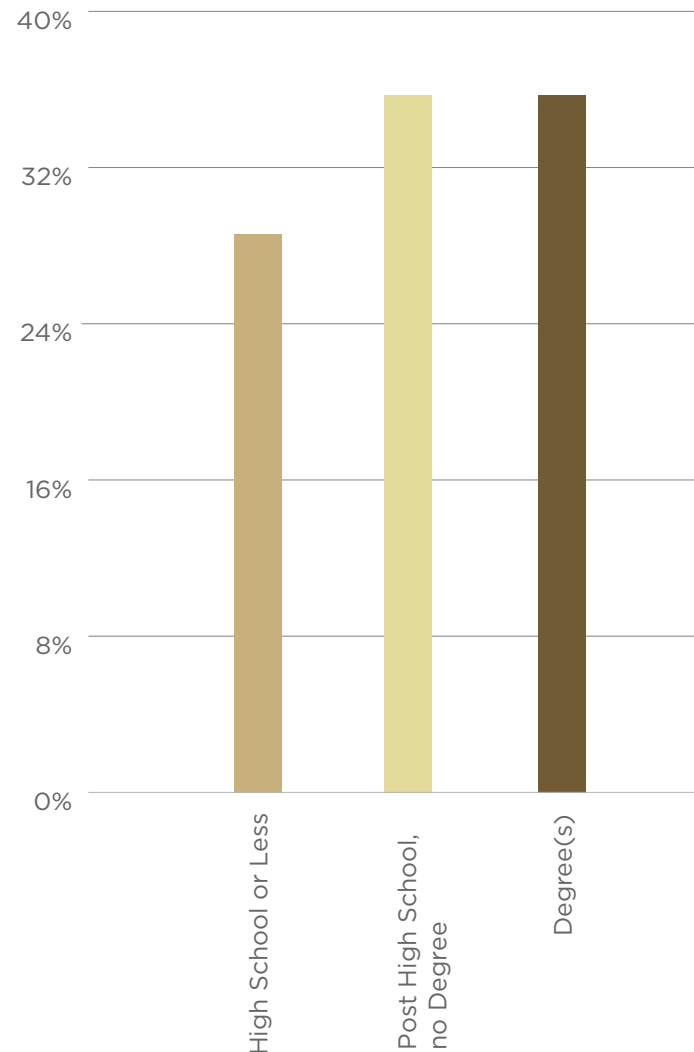
EDUCATION CATEGORIES

Of the survey’s 3,051 land line respondents, 27 respondents declined to indicate their highest level of education. Of the 3,024 respondents, a total of 895 respondents indicated that they completed high school or the equivalent or did not complete high school - High School or Less. 1,062 respondents indicated that they had completed some or all of a community college education, a technical, trade or vocational college or CEGEP or some university without a degree - Post High School, no Degree. 1,067 respondents indicated that their education level was equivalent to the attainment of at least one degree, including a Bachelor’s degree, Master’s degree and other degrees - Degree(s).

Weighted to the population, this represents an estimated 6,691,035 adults who have a high school education or less, 8,355,363 with a post high school education without a degree, and 8,368,218 with at least one degree.

Education		Estimate
Population Size	High School or Less	6,691,035
	Post High School, no degree	8,355,363
	Degree(s)	8,368,218
% of Total	High School or Less	28.6%
	Post High School, no degree	35.7%
	Degree(s)	35.7%

Percentage of Respondents within Education Levels



GENERAL ATTITUDES

Adults in Canada experience approximately 35,745,000 separate everyday legal problems within any given three-year period³, of which a significant percent will be addressed with help from legal professionals and through the formal justice system. Notwithstanding, people in Canada have differing views on the fairness and accessibility of the Canadian justice system.

As part of the “Everyday Legal Problems and the Cost of Justice in Canada” survey, respondents were asked to indicate their level of agreement — strongly agree, somewhat agree, somewhat disagree or strongly disagree — with four statements about the justice system in Canada. The resulting data from these questions is presented in this General Attitudes section.

³ Canadian Forum on Civil Justice Overview Report, supra note 1 at 7

FAIRNESS

Respondents were asked to indicate to what extent they agree with the following statement:

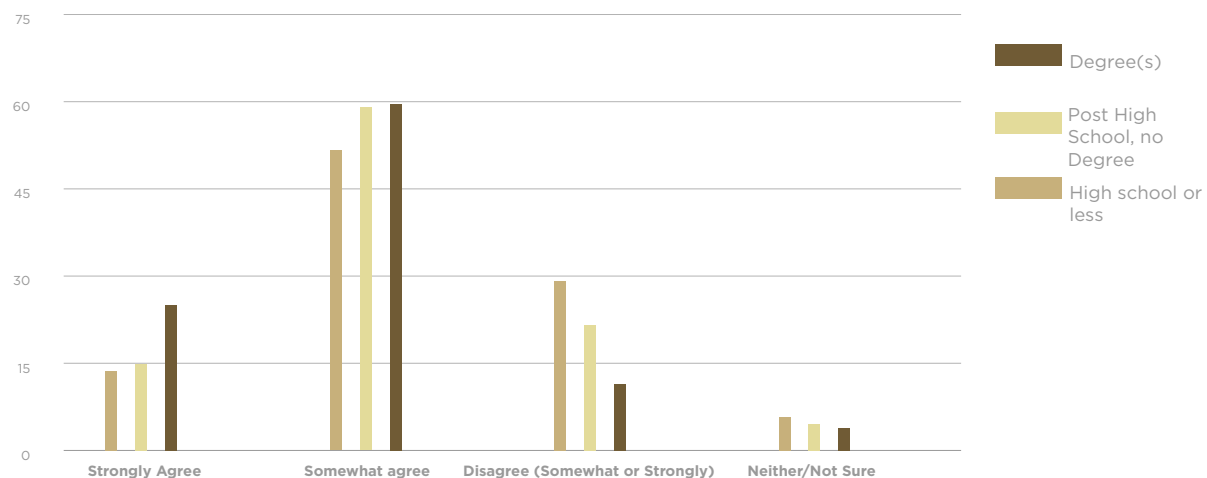
The justice system in Canada is mostly fair.

A majority of people in Canada with a degree — 84.6% — agree in some respect that the justice system in Canada is mostly fair.

Canadians with a degree who somewhat agree that the justice system is mostly fair represent the largest percentage with a shared opinion on the fairness of the justice system—59.6% or approximately 4,989,695 people in Canada. This is closely followed by 59.0% of people in Canada with a post high school education without a degree and 51.6% of people in Canada with a high school education or less who somewhat agree that the justice system is mostly fair.

People in Canada with a high school diploma or less represent the largest education group who disagree (somewhat or strongly) that the justice system in Canada is mostly fair. 29.1% share this view.

The Justice System in Canada is Mostly Fair



Fairness		Education		
		High School or Less	Post High School, no degree	Degree(s)
Strongly Agree	Population Estimate	913,722	1,239,316	2,091,113
	% within Education	13.7%	14.8%	25.0%
Somewhat Agree	Population Estimate	3,452,626	4,932,897	4,989,695
	% within Education	51.6%	59.0%	59.6%
Disagree (somewhat or strongly)	Population Estimate	1,944,869	1,805,047	966,014
	% within Education	29.1%	21.6%	11.5%
Neither / Not Sure	Population Estimate	379,816	378,103	321,395
	% within Education	5.7%	4.5%	3.8%
Total	Population Size	6,691,035	8,355,363	8,368,218

WEALTH

Respondents were asked to indicate to what extent they agree with the following statement:

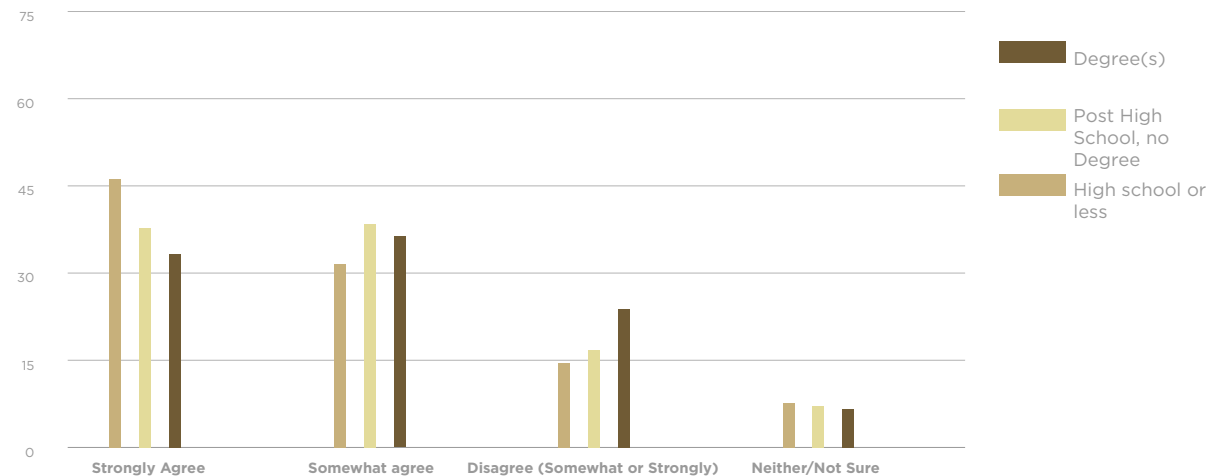
The legal system works better for rich people than poor people.

A majority of people in Canada with a high school education or less —77.8%— agree in some respect that the legal system works better for rich people than poor people.

Canadians with a high school education or less who strongly agree that the justice system works better for rich people than poor people represent the largest percentage with a shared opinion in this category —46.2%. This is followed by 38.4% of people in Canada with a post high school education without a degree who somewhat agree that the legal system works better for rich people than poor people.

People in Canada with a degree represent the largest group who disagree (somewhat or strongly) that the legal system in Canada works better for rich people than poor people. 23.8% share this view.

The Legal System Works Better for Rich People than for Poor People



Wealth		Education			
		High School or Less	Post High School, no degree	Degree(s)	
Strongly Agree	Population Estimate	3,092,475	3,149,481	2,785,738	
	% within Education	46.2%	37.7%	33.3%	
Somewhat Agree	Population Estimate	2,113,292	3,209,556	3,034,729	
	% within Education	31.6%	38.4%	36.3%	
Disagree (somewhat or strongly)	Population Estimate	977,039	1,401,314	1,994,500	
	% within Education	14.6%	16.8%	23.8%	
Neither / Not Sure	Population Estimate	508,228	595,011	553,250	
	% within Education	7.6%	7.1%	6.6%	
Total		Population Estimate	6,691,035	8,355,363	8,368,218

CANADIAN CHARTER OF RIGHTS AND FREEDOMS

Respondents were asked to indicate to what extent they agree with the following statement:

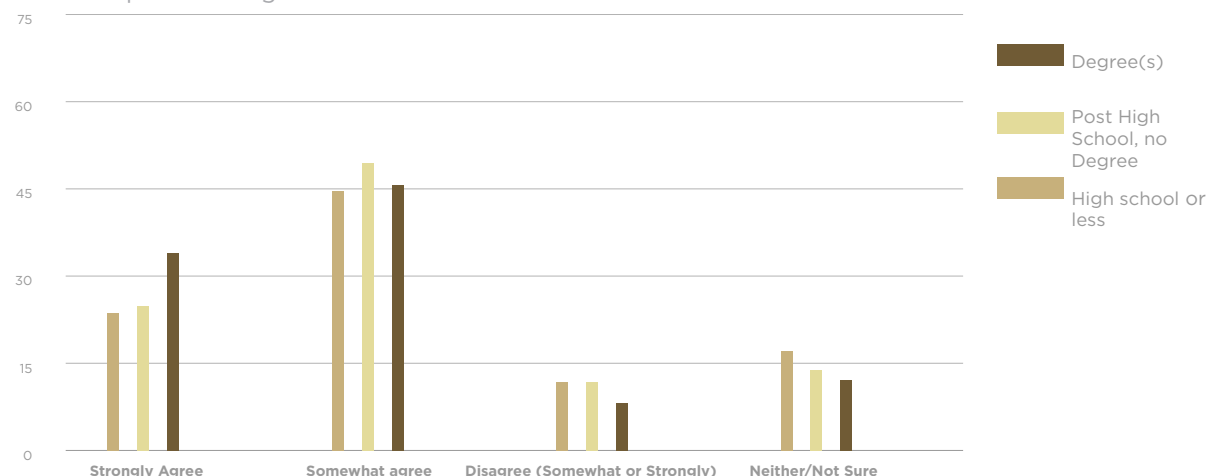
The legal rights guaranteed by the Canadian Charter of Rights and Freedoms make a difference when people have legal problems.

A majority of people in Canada with a degree —79.7%— agree that the legal rights guaranteed by the Canadian Charter of Rights and Freedoms make a difference when people have legal problems.

Canadians with a post high school education with no degree who somewhat agree that the legal rights guaranteed by the Canadian Charter of Rights and Freedoms make a difference when people have legal problems represent the largest percentage with a shared opinion in this category — 49.5%. This is followed by 45.7% of people in Canada with a degree who somewhat agree that the legal rights guaranteed by the Canadian Charter of Rights and Freedoms make a difference when people have legal problems.

People in Canada with a high school diploma or less represent the largest percentage who disagree (somewhat or strongly) that the *Charter* makes a difference when people have legal problems. 14.5% share this view.

The Legal Rights guaranteed by the Canadian Charter of Rights and Freedoms make a Difference when People have Legal Problems



Charter		Education		
		High School or Less	Post High School, no degree	Degree(s)
Strongly Agree	Population Estimate	1,583,859	2,082,439	2,841,056
	% within Education	23.7%	24.9%	34.0%
Somewhat Agree	Population Estimate	2,990,856	4,136,935	3,826,218
	% within Education	44.7%	49.5%	45.7%
Disagree (somewhat or strongly)	Population Estimate	969,664	974,386	687,482
	% within Education	14.5%	11.7%	8.2%
Neither / Not Sure	Population Estimate	1,146,655	1,161,603	1,013,462
	% within Education	17.1%	13.9%	12.1%
Total	Population Estimate	6,691,035	8,355,363	8,368,218

PROTECTION OF RIGHTS

Respondents were asked to indicate to what extent they agree with the following statement:

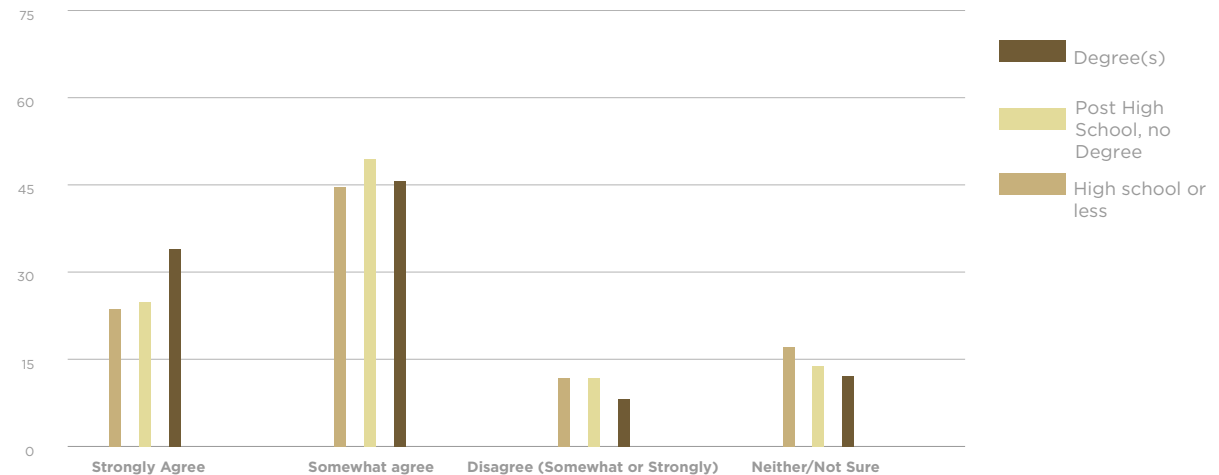
Courts are an important way for ordinary people to protect their rights

A majority of people in Canada with a degree —83.3%— agree in some respect that courts are an important way for ordinary people to protect their rights.

Canadians who completed a high school education with no other degrees who somewhat agree that courts are an important way for ordinary people to protect their rights represent the largest percentage with a shared opinion in this category — 45.3%. This is followed by 45.1% of people in Canada with a degree who strongly agree that courts are an important way for ordinary people to protect their rights.

People in Canada with completed a high school education with no other degrees represent the largest percentage who disagree (somewhat or strongly) that courts are an important way for ordinary people to protect their rights. 14.5% share this view.

Courts are an Important Way for Ordinary People to Protect their Rights



Courts		Education		
		High School or Less	Post High School, no degree	Degree(s)
Strongly Agree	Population Estimate	2,792,707	3,054,398	3,777,177
	% within Education	41.7%	36.6%	45.1%
Somewhat Agree	Population Estimate	2,525,338	3,782,815	3,199,417
	% within Education	37.7%	45.3%	38.2%
Disagree (somewhat or strongly)	Population Estimate	916,749	1,211,547	1,153,256
	% within Education	13.7%	14.5%	13.8%
Neither / Not Sure	Population Estimate	456,240	306,603	238,368
	% within Education	6.8%	3.7%	2.8%
Total	Population Estimate	6,691,035	8,355,363	8,368,218

**EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA
EDUCATION**

CIVIL AND FAMILY JUSTICE PROBLEM TYPES

EVERYDAY LEGAL PROBLEMS AND EDUCATION LEVEL

1,321 respondents provided details of their experiences with at least one (and up to seven) serious civil or family justice problem(s).

1,416 respondents in total indicated that they experienced one or more civil or family justice problem(s) during the 3-year reference period of the "Everyday Legal Problems and Cost of Justice in Canada" survey. Of these respondents, 27 people refused to indicate their education level.

Weighted to the population, an estimated 11,420,890 adults in Canada experience at least one serious civil or family justice problem within a three-year period.⁴

Individuals experiencing 1 or more problems		Education Level		
		High School or Less	Post High School, no degree	Degree(s)
No	Population Estimate	3,801,479	3,997,561	4,251,668
Yes	Population Estimate	2,889,555	4,357,802	4,116,550

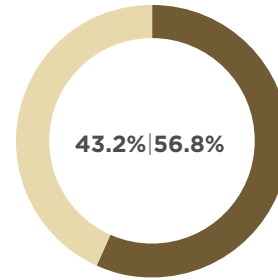
⁴ The difference in the total population presented in this report and the total population in the Canadian Forum on Civil Justice's *Everyday Legal Problems and the Cost of Justice in Canada: Overview Report* is as a result of the respondents who did not indicate their education level. The total population in the *Overview Report* is 23,590,697. Based on respondents who indicated their education level, 11,363,907 experience at least one serious civil or family justice problem within a three-year period.

EVERYDAY LEGAL PROBLEMS

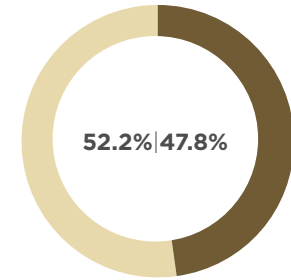
Almost 50% of people in Canada over the age of 18 will experience an everyday legal problem in a given 3-year period. Furthermore, essentially every person in Canada will experience an everyday legal problem over the course of their lifetime.

Individuals experiencing 1 or more problems		Education		
		High School or Less	Post High School, no degree	Degree(s)
No	Population Estimate	3,801,479	3,997,561	4,251,668
	% within Education	56.8%	47.8%	50.8%
Yes	Population Estimate	2,889,555	4,357,802	4,116,550
	% within Education	43.2%	52.2%	49.2%
Total	Population Estimate	669,1035	8,355,363	8,368,218

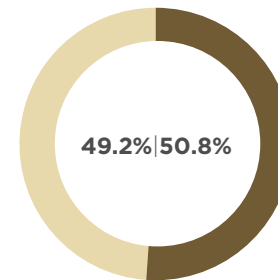
Percentage Of People Based on Education Level Experiencing One or More Legal Problems



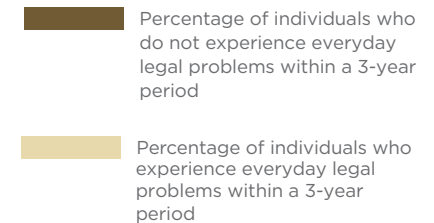
High School or Less



Post High School, no Degree



Degree(s)



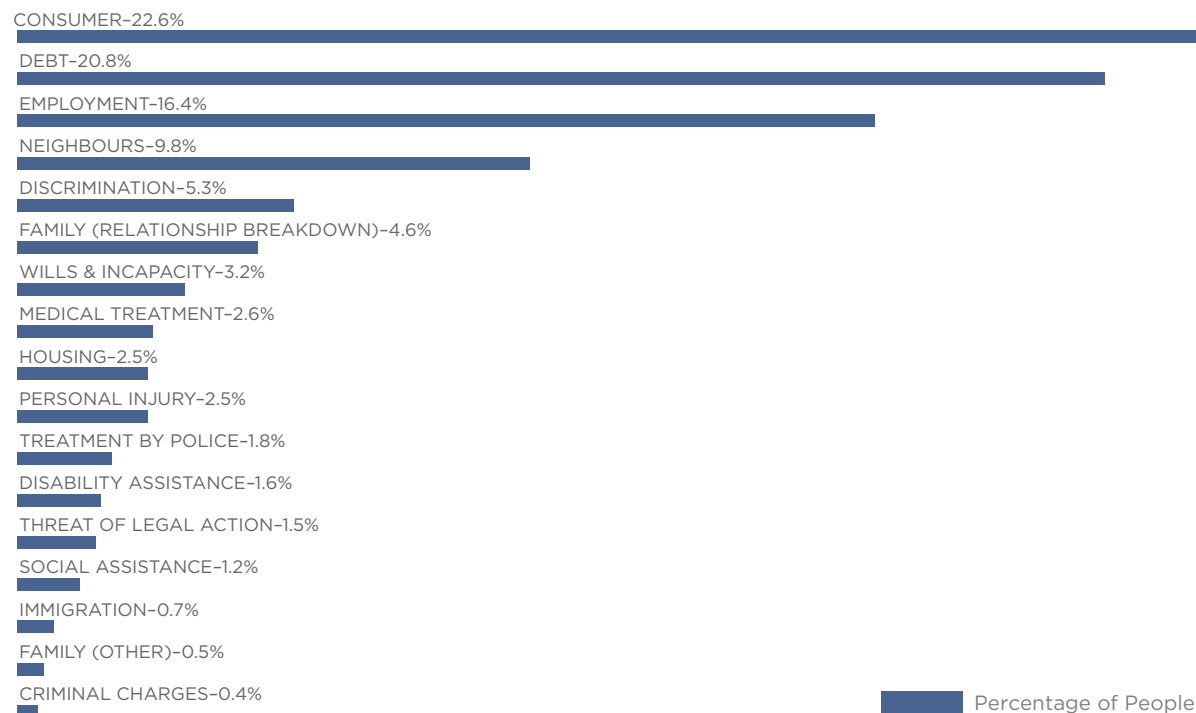
EVERYDAY LEGAL PROBLEM TYPES

Canadians experience a range of civil and family justice problems. Consumer, debt, employment and problems with neighbors are the most frequently occurring problem types, followed by family problems related to relationship breakdown, problems related to wills and incapacity and medical treatment problems.

Percentage Of People Who Will Experience An Everyday Legal Problem Over The Course Of A Given Three-year Period



PERCENTAGE OF PEOPLE EXPERIENCING ONE OR MORE LEGAL PROBLEMS WITHIN PROBLEM TYPES



CONSUMER PROBLEMS

22.6% of people in Canada report experiencing one or more consumer problems.

Based on education level, this represents:

16.0%

of people with a high school education or less

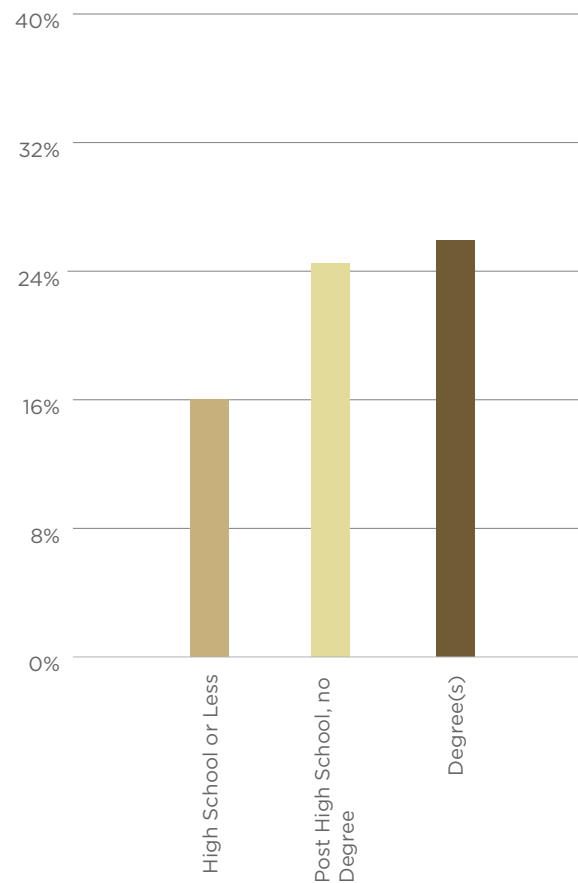
24.5%

of people with a post high school education but no degree

25.9%

of people with one or more degrees

Percentage of People Based on Education Level with One or More Consumer Problems



Consumer Problems	Population Size	Percentage
High School or Less	1,068,164	16.0
Post High School, no degree	2,049,489	24.5
Degree(s)	2,170,438	25.9

DEBT PROBLEMS

20.8% of people in Canada report experiencing one or more debt problems.

Based on education level, this represents:

20.8%

of people with a high school education or less

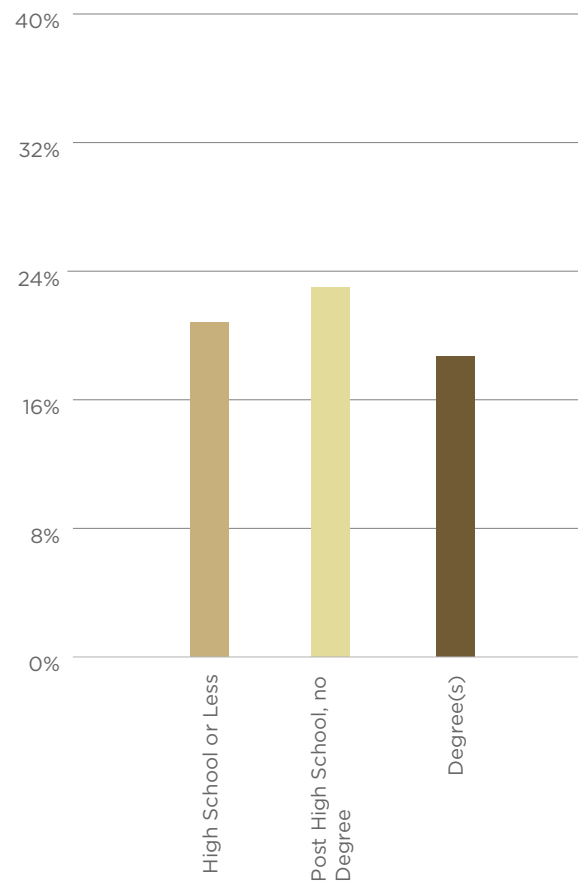
23.0%

of people with a post high school education but no degree

18.7%

of people with one or more degrees

Percentage of People Based on Education Level with One or More Debt Problems



Debt Problems	Population Size	Percentage
High School or Less	1,392,146	20.8
Post High School, no degree	1,921,366	23.0
Degree(s)	1,567,912	18.7

EMPLOYMENT PROBLEMS

16.4% of people in Canada report experiencing one or more employment problems.

Based on education level, this represents:

14.4%

of people with a high school education or less

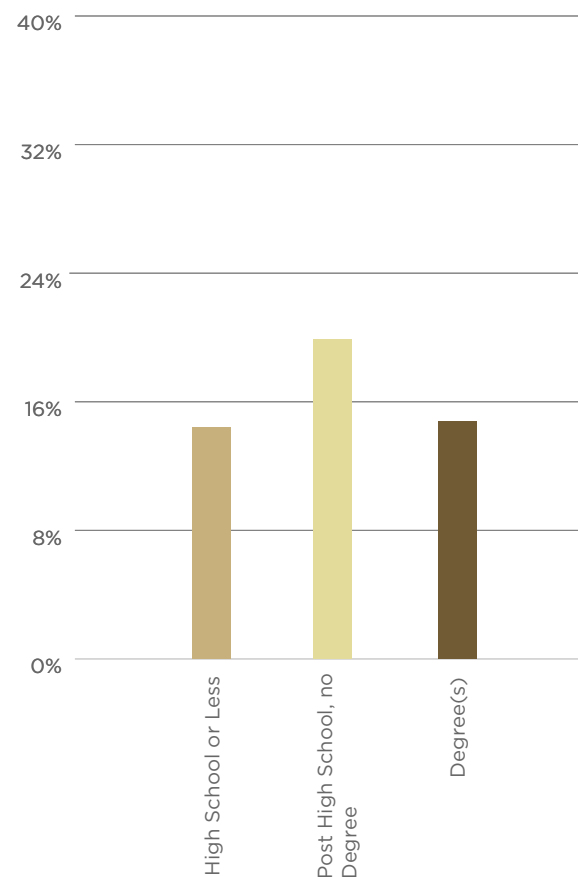
19.9%

of people with a post high school education but no degree

14.8%

of people with one or more degree

Percentage of People Based on Education Level with One or More Employment Problems



Employment Problems	Population Size	Percentage
High School or Less	962,696	14.4
Post High School, no degree	1,660,999	19.9
Degree(s)	1,237,620	14.8

PROBLEMS WITH NEIGHBOURS

9.8% of people in Canada report experiencing one or more problems with neighbours.

Based on education level, this represents:

7.1%

of people with a high school education or less

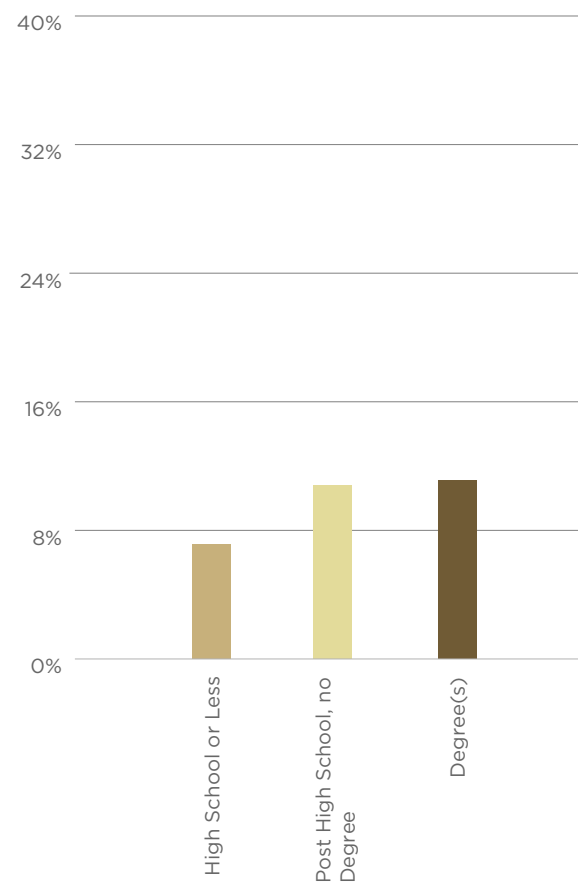
10.8%

of people with a post high school education but no degree

11.1%

of people with one or more degree

Percentage of People Based on Education Level with One or More Neighbour Problems



Problems with Neighbours	Population Size	Percentage
High School or Less	474,773	7.1
Post High School, no degree	898,465	10.8
Degree(s)	925,501	11.1

DISCRIMINATION PROBLEMS

5.3% of people in Canada report experiencing one or more discrimination problems.

Based on education level, this represents:

3.4%

of people with a high school education or less

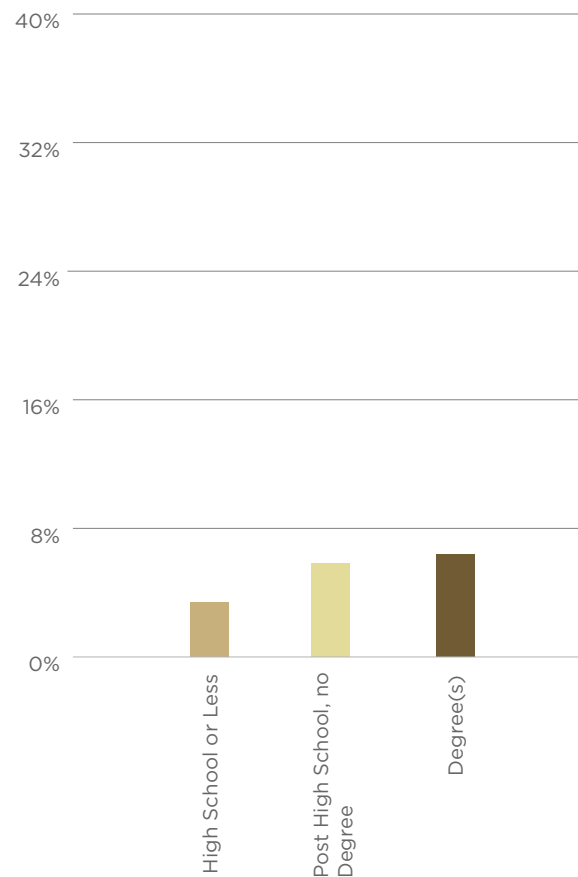
5.8%

of people with a post high school education but no degree

6.4%

of people with one or more degree

Percentage of People Based on Education Level with One or More Discrimination Problems



Discrimination Problems	Population Size	Percentage
High School or Less	227,570	3.4
Post High School, no degree	484,250	5.8
Degree(s)	538,329	6.4

FAMILY LAW (RELATIONSHIP BREAKDOWN) PROBLEMS⁵

4.6% of people report experiencing one or more family law (relationship breakdown) problems.

Based on education level, this represents:

4.0%

of people with a high school education or less

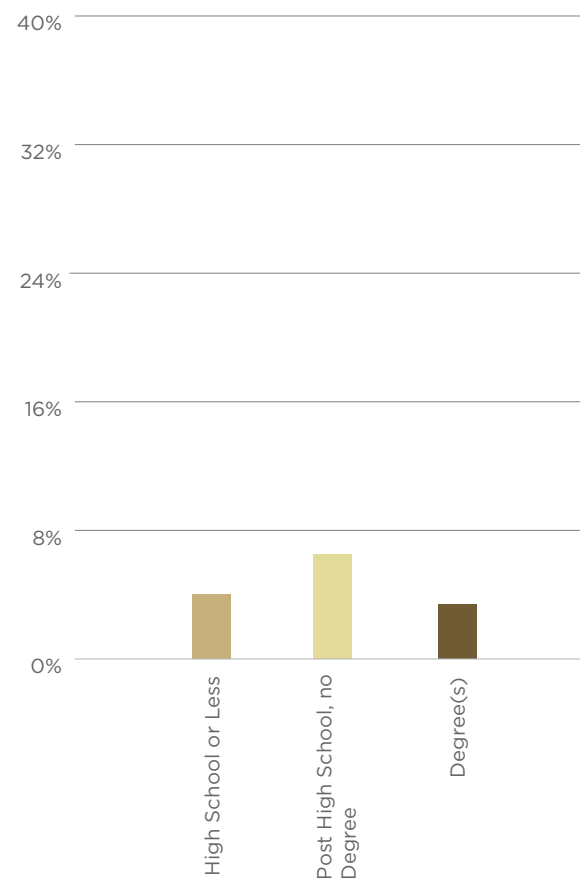
6.5%

of people with a post high school education but no degree

3.4%

of people with one or more degree

Percentage of People Based on Education Level with One or More Family Law (Relationship Breakdown) Problems



Family (Relationship Breakdown)	Population Size	Percentage
High School or Less	267,872	4.0
Post High School, no degree	541,716	6.5
Degree(s)	283,727	3.4

⁵ Relationship breakdown problems include: divorce, separation, changes in child support, division of assets after family break-up, collection of spousal support, family matters that involve a restraining order and other relationship breakdown problems.

WILLS AND INCAPACITY PROBLEMS

3.2% of people in Canada report experiencing one or more problems related to wills and incapacity.

Based on education level, this represents:

1.5%

of people with a high school education or less

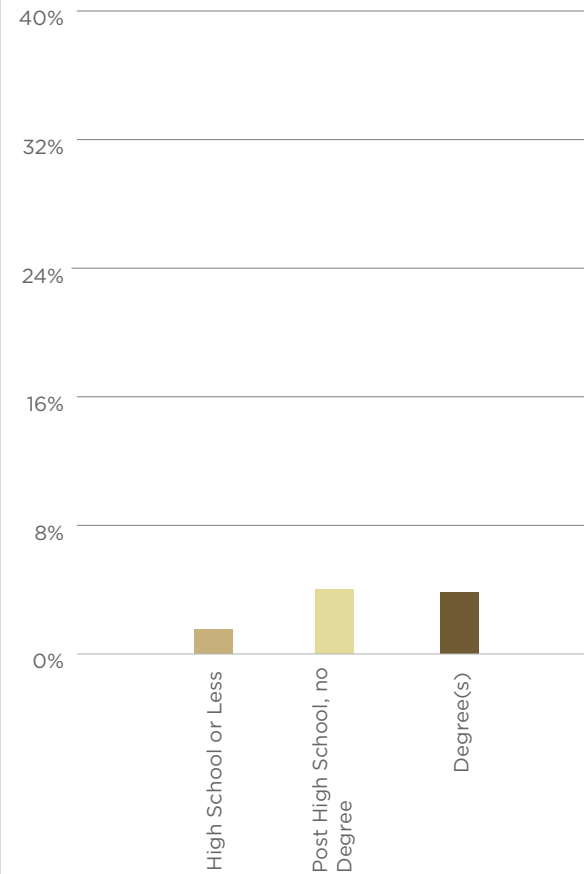
4.0%

of people with a post high school education but no degree

3.8%

of people with one or more degree

Percentage of People Based on Education Level with One or More Problems Related to Wills and Incapacity



Wills & Incapacity Problems	Population Size	Percentage
High School or Less	100,225	1.5
Post High School, no degree	336,537	4.0
Degree(s)	319,134	3.8

PROBLEMS RELATED TO MEDICAL TREATMENT

2.6% of people in Canada report experiencing one or more problems related to medical treatment.

Based on education level, this represents:

2.2%

of people with a high school education or less

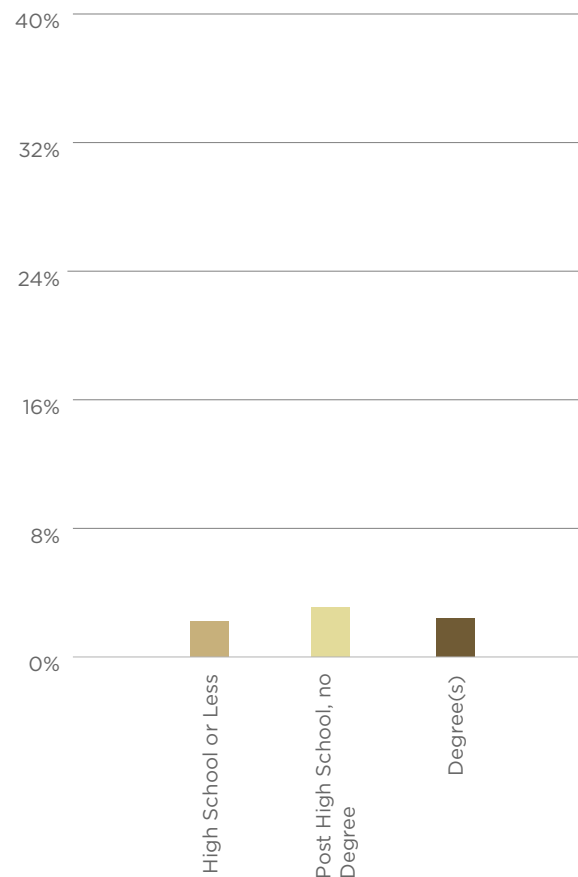
3.1%

of people with a post high school education but no degree

2.4%

of people with one or more degree

Percentage of People Based on Education Level with One or More Problems Related to Medical Treatment



Medical Treatment Problems	Population Size	Percentage
High School or Less	146,460	2.2
Post High School, no degree	260,051	3.1
Degree(s)	203,406	2.4

HOUSING PROBLEMS

2.5% of people in Canada report experiencing one or more housing problems.

Based on education level, this represents:

2.9%

of people with a high school education or less

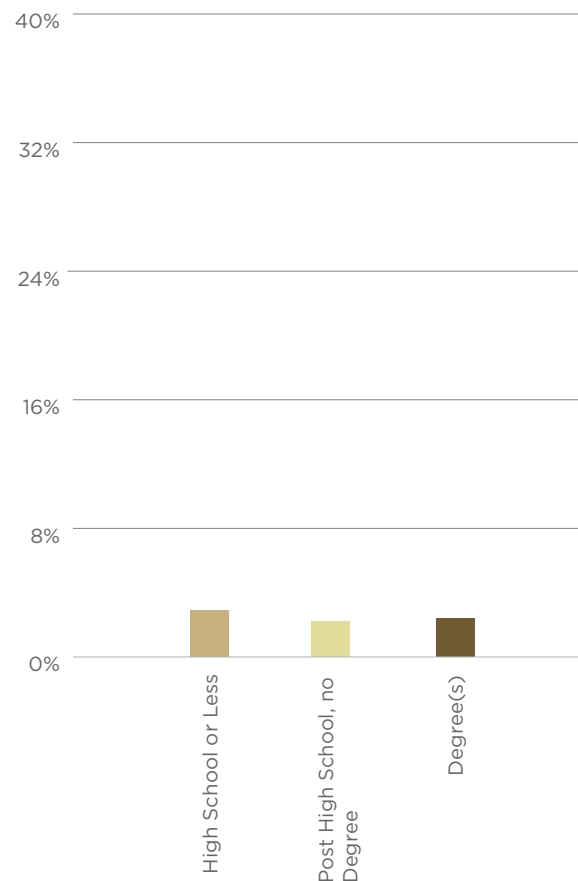
2.2%

of people with a post high school education but no degree

2.4%

of people with one or more degree

Percentage of People Based on Education Level with One or More Housing Problems



Housing Problems	Population Size	Percentage
High School or Less	193,401	2.9
Post High School, no degree	187,631	2.2
Degree(s)	203,166	2.4

PERSONAL INJURY PROBLEMS

2.5% of people in Canada report experiencing one or more personal injury problems.

Based on education level, this represents:

3.4%

of people with a high school education or less

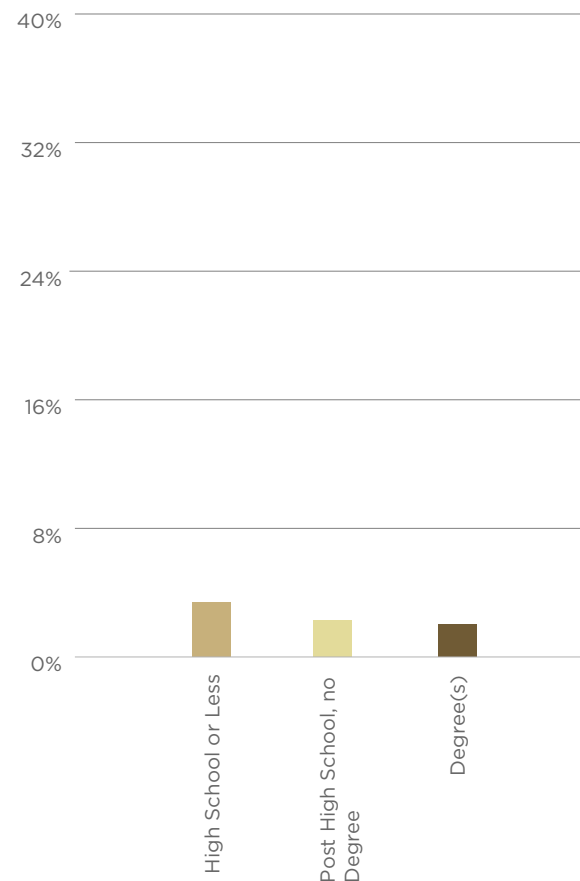
2.3%

of people with a post high school education but no degree

2.0%

of people with one or more degree

Percentage of People Based on Education Level with One or More Personal Injury Problems



Personal Injury Problems	Population Size	Percentage
High School or Less	226,529	3.4
Post High School, no degree	188,647	2.3
Degree(s)	170,004	2.0

TREATMENT BY POLICE

1.8% of people in Canada report experiencing one or more problems related to treatment by police.

Based on education level, this represents:

1.3%

of people with a high school education or less

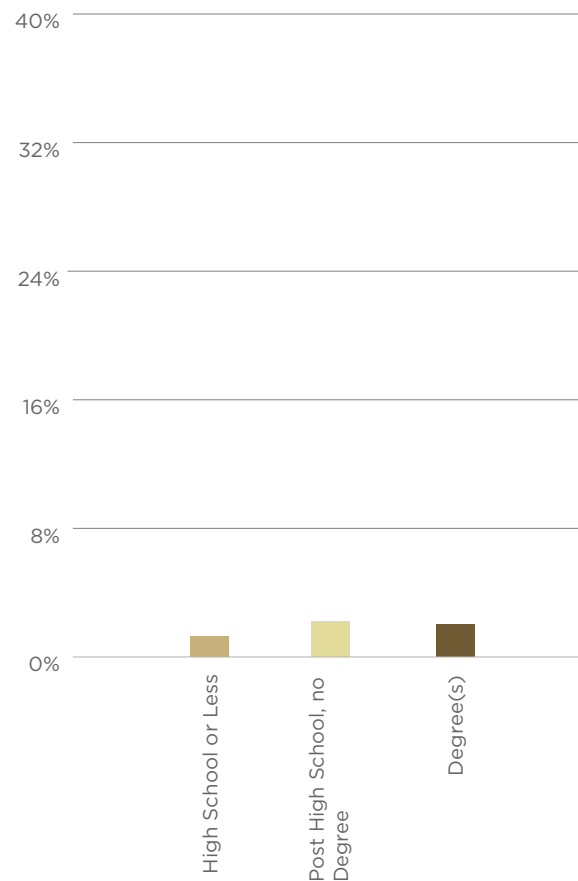
2.2%

of people with a post high school education but no degree

2.0%

of people with one or more degree

Percentage of People Based on Education Level with One or More Problems Related to Treatment by Police



Police Treatment Problems	Population Size	Percentage
High School or Less	83,979	1.3
Post High School, no degree	179,909	2.2
Degree(s)	171,486	2.0

DISABILITY ASSISTANCE PROBLEMS

1.6% of people in Canada report experiencing one or more disability assistance problems.

Based on education level, this represents:

2.9%

of people with a high school education or less

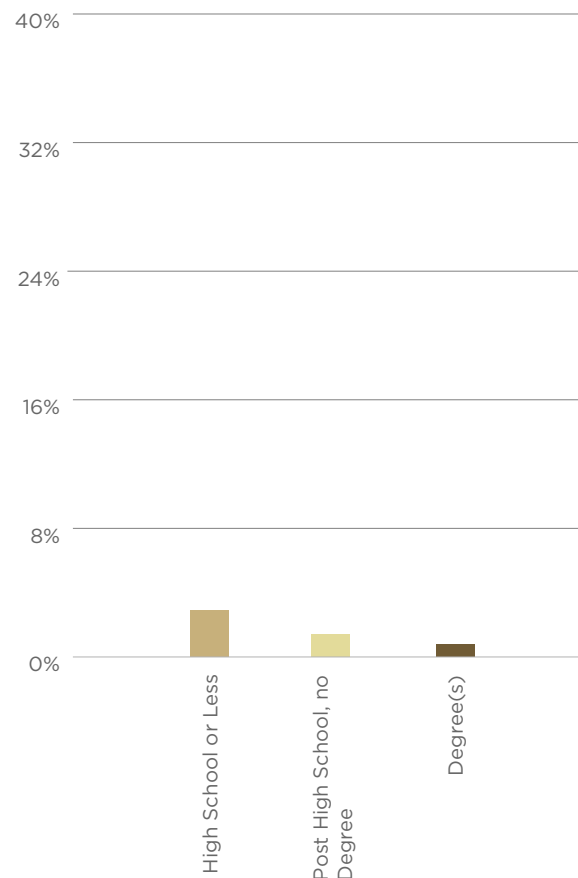
1.4%

of people with a post high school education but no degree

0.8%

of people with one or more degree

Percentage of People Based on Education Level with One or More Disability Assistance Problems



Disability Assistance Problems	Population Size	Percentage
High School or Less	191,888	2.9
Post High School, no degree	119,224	1.4
Degree(s)	63,421	0.8

PROBLEMS RELATED TO THREATS OF LEGAL ACTION

1.5% of people in Canada report experiencing one or more problems related to threats of legal action.

Based on education level, this represents:

1.6%

of people with a high school education or less

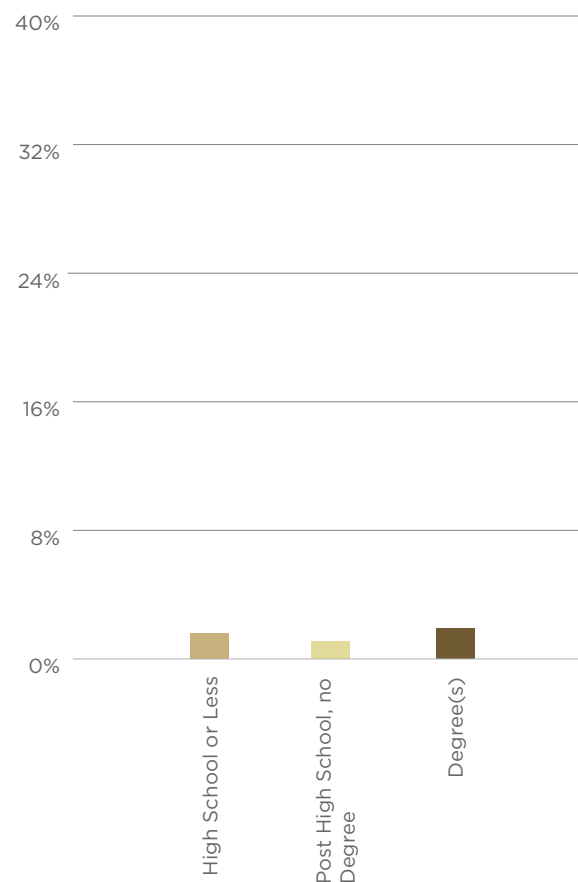
1.1%

of people with a post high school education but no degree

1.9%

of people with one or more degree

Percentage of People Based on Education Level with One or More Problems Related to Threats of Legal Action



Threats of Legal Action	Population Size	Percentage
High School or Less	109,890	1.6
Post High School, no degree	88,785	1.1
Degree(s)	160,792	1.9

SOCIAL ASSISTANCE PROBLEMS

1.2% of people in Canada report experiencing one or more social assistance problems.

Based on education level, this represents:

1.3%

of people with a high school education or less

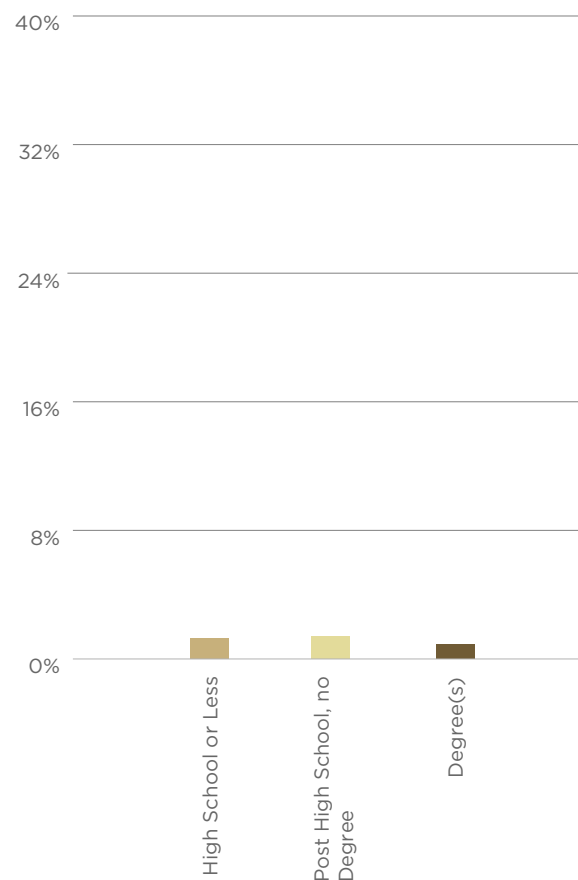
1.4%

of people with a post high school education but no degree

0.9%

of people with one or more degree

Percentage of People Based on Education Level with One or More Social Assistance Problems



Social Assistance Problems	Population Size	Percentage
High School or Less	84,437	1.3
Post High School, no degree	119,609	1.4
Degree(s)	78,564	0.9

IMMIGRATION PROBLEMS

0.7% of people in Canada report experiencing one or more immigration problems.

Based on education level, this represents:

0.4%

of people with a high school education or less

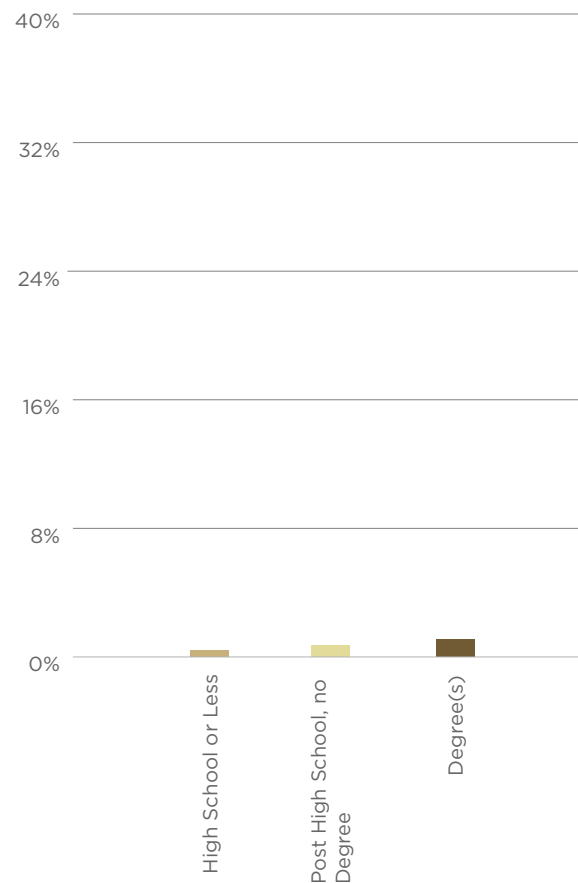
0.7%

of people with a post high school education but no degree

1.1%

of people with one or more degree

Percentage of People Based on Education Level with One or More Problems Related to Social Assistance



Immigration Problems	Population Size	Percentage
High School or Less	25,716	0.4
Post High School, no degree	62,266	0.7
Degree(s)	88,032	1.1

FAMILY (OTHER) PROBLEMS⁶

0.5% of people in Canada report experiencing one or more family (other) problems.

Based on education level, this represents:

0.3%

of people with a high school education or less

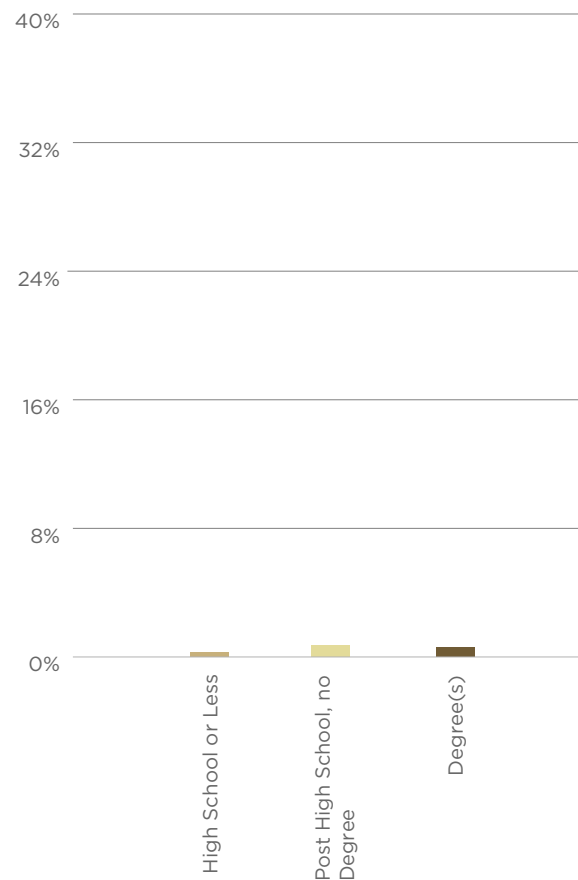
0.7%

of people with a post high school education but no degree

0.6%

of people with one or more degree

Percentage of People Based on Education Level with One or More Family(Other) Problems



Family (other) Problems	Population Size	Percentage
High School or Less	17,541	0.3
Post High School, no degree	57,826	0.7
Degree(s)	47,817	0.6

⁶ Family (other) problems relate to: becoming the guardian of a child, having a child under your guardianship taken away, representation for a child in a dispute, child abduction and disputes regarding a child's status in school.

CRIMINAL LAW PROBLEMS

0.4% of people in Canada report experiencing one or more problems related to criminal charges (in addition to their civil and family justice problem).

Based on education level, this represents:

0.5%

of people with a high school education or less

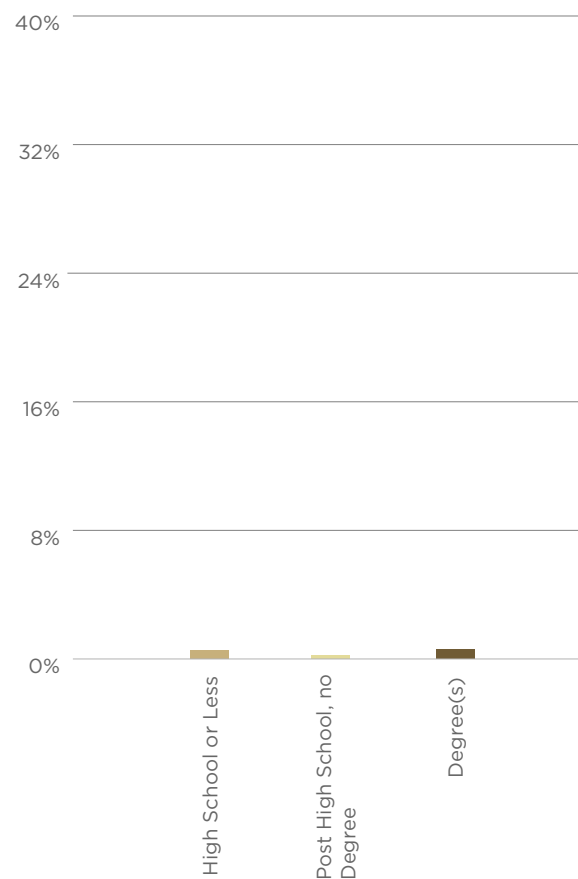
0.2%

of people with a post high school education but no degree

0.6%

of people with one or more degree

Percentage of People Based on Education Level with One or More Problems Related to Criminal Charges



Criminal Law Problems	Population Size	Percentage
High School or Less	30,908	0.5
Post High School, no degree	20,833	0.2
Degree(s)	47,076	0.6

SERVICE OPTIONS AND TAKING ACTION

Of the 48.4% people in Canada who will experience at least 1 civil or family justice problem over a given three-year period, 95% will try to resolve their legal problem in some way.

44.7% of people experience 1 to 7 problems and 3.7% experience 8 or more problems over a given three-year period.

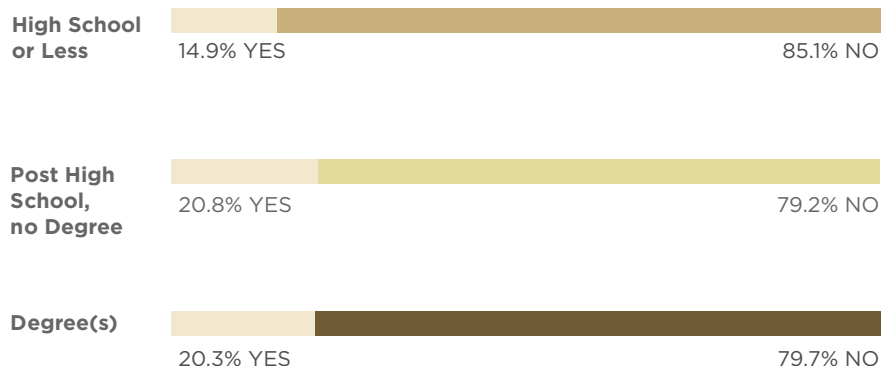
In order to be consistent with previous legal problems surveys, respondents to the "Everyday Legal Problems and the Cost of Justice in Canada" survey were asked follow-up questions about the first 7 problems experienced only. This includes questions about how they dealt with their problem(s), their satisfaction with the options used to address their problem(s) and the costs incurred. The following pages provide details on the actions taken, broken down by education level.

TAKING ACTION

OBTAIN LEGAL ADVICE

19.0% of people in Canada obtain legal advice for help with their everyday legal problem(s).

Percentage who Obtain Legal Advice



Based on education level, this represents:

14.9%

of people with a high school education or less

20.8%

of people with a post high school education but no degree

20.3%

of people with one or more degree

		Education		
		High School or Less	Post High School, no degree	Degree(s)
Obtain legal advice	Population Estimate	2,189,231	3,160,992	3,071,602
Does not obtain legal advice	% within Education	85.1%	79.2%	79.7%
	Population Estimate	384,070	827,951	784,616
Obtain legal advice	% within Education	14.9%	20.8%	20.3%

TAKING ACTION

OBTAIN LEGAL ADVICE

SOURCES OF LEGAL ADVICE

Based on education level, individuals who contact a private lawyer represent:

- 75.7% of people with a high school education or less
- 80.8% of people with a post high school education with no degree
- 90.6% of people with one or more degrees

People in Canada who contact a free legal clinic represent:

- 14.0% of people with a high school education or less
- 5.9% of people with a post high school education with no degree
- 2.4% of people with one or more degrees

People in Canada who contact Legal Aid for help represent:

- 7.0% of people with a post high school education with no degree
- 2.5% of people with one or more degrees

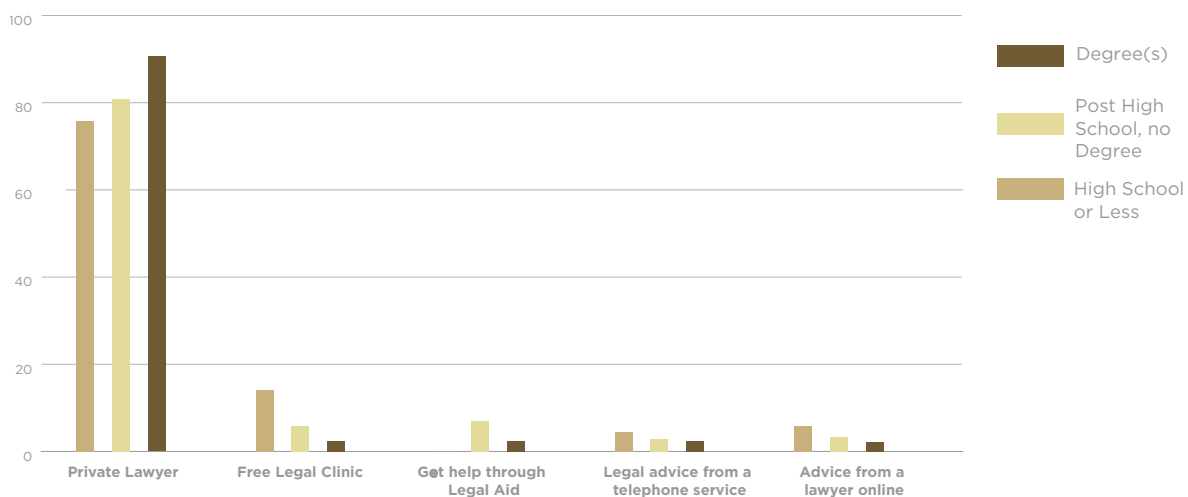
People in Canada who contact a legal advice phone service represent:

- 4.5% of people with a high school education or less
- 2.9% of people with a post high school education with no degree
- 2.4% of people with one or more degrees

People in Canada who get legal advice online from a lawyer represent:

- 5.8% of people with a high school education or less
- 3.3% of people with a post high school education with no degree
- 2.1% of people with one or more degrees

Percentage of People Based on Education Level who Obtain Legal Advice from Different Sources

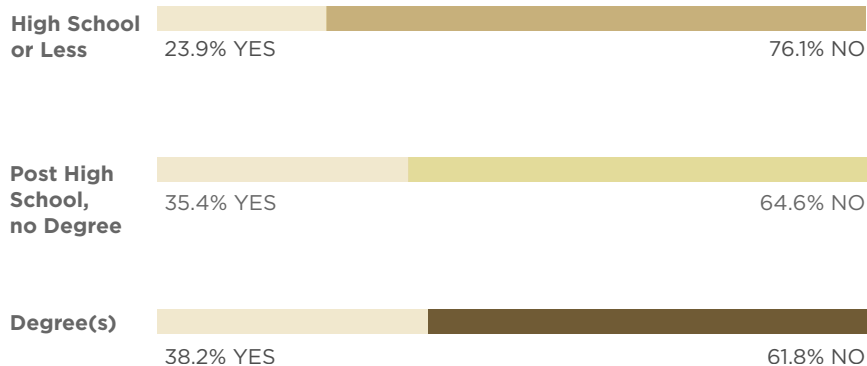


Sources of Legal Advice		Education		
		High School or Less	Post High School, no degree	Degree(s)
Contact Private Lawyer	Population Size	249,874	645,425	682,899
	% within Education	75.7%	80.8%	90.6%
Contact Free Legal Clinic	Population Size	46,042	47,395	17,803
	% within Education	14.0%	5.9%	2.4%
Contact Legal Aid	Population Size	-	55,996	19,218
	% within Education	-	7.0%	2.5%
Contact Legal Advice Phone Service	Population Size	14,910	23,225	18,200
	% within Education	4.5%	2.9%	2.4%
Get online Legal Advice	Population Size	19,108	26,464	15,718
	% within Education	5.8%	3.3%	2.1%

TAKING ACTION SEARCH THE INTERNET

33.2% of people in Canada go online to try to get help for their everyday legal problem(s).

Percentage who Search the Internet for help with Legal Problems



Based on education level, this represents:

23.9%

of people with a high school education or less

35.4%

of people with a post high school education but no degree

38.2%

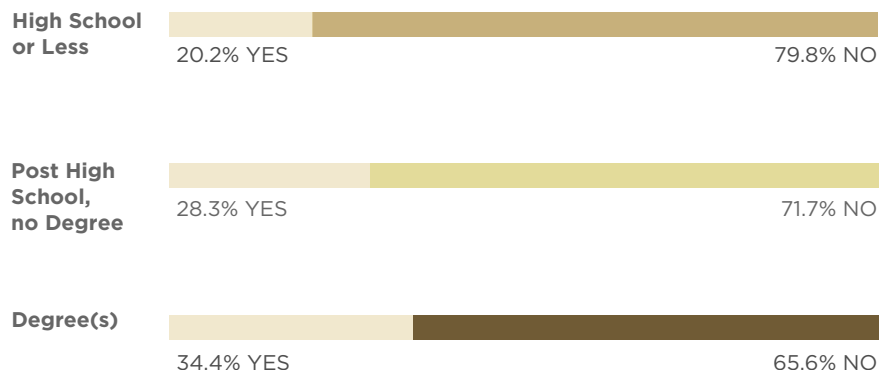
of people with one or more degree

		Education		
		High School or Less	Post High School, no degree	Degree(s)
Internet Does not search the Internet	Population Estimate	1,958,014	2,576,825	2,384,025
	% within Education	76.1%	64.6%	61.8%
Search the Internet	Population Estimate	615,287	1,412,118	1,472,193
	% within Education	23.9%	35.4%	38.2%

TAKING ACTION CONTACTING AN ORGANIZATION

28.3% of people in Canada seek help from an organization such as a union or an advocacy group.

Percentage who Contact an Organization for help with Legal Problems



Based on education level, this represents:

20.2%

of people with a high school education or less

28.3%

of people with a post high school education but no degree

34.4%

of people with one or more degree

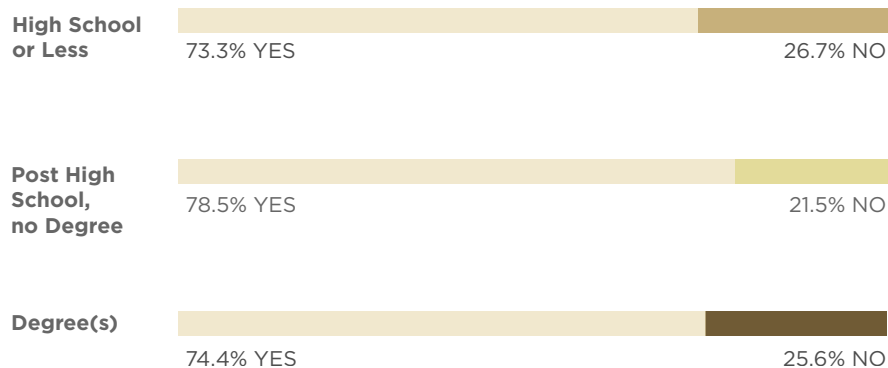
		Education		
		High School or Less	Post High School, no degree	Degree(s)
Contact an Organization	Population Estimate	2,052,886	2,861,767	2,531,457
	% within Education	79.8%	71.7%	65.6%
Don't contact an organization	Population Estimate	520,415	1,127,176	1,324,761
	% within Education	20.2%	28.3%	34.4%

TAKING ACTION

TALKING WITH THE OTHER PARTY

75.1% of people in Canada contact the other party in the dispute.

Percentage who Talk with the Other Party



Based on education level, this represents:

73.3%

of people with a high school education or less

78.5%

of people with a post high school education but no degree

74.4%

of people with one or more degree

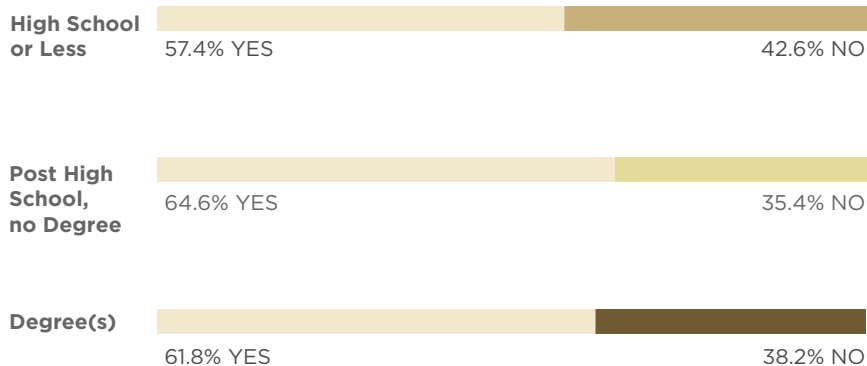
		Education			
		High School or Less	Post High School, no degree	Degree(s)	
Talk with the Other Party	Does not talk with the other party	Population Estimate	686,882	856,148	988,328
		% within Education	26.7%	21.5%	25.6%
Talk with the other party	Population Estimate	1,886,419	3,132,795	2,867,891	
		% within Education	73.3%	78.5%	74.4%

TAKING ACTION

TALKING WITH FRIENDS AND RELATIVES

61.2% of people in Canada seek advice from friends and relatives about their legal problems.

Percentage who Talk with Friends and Relatives about Legal Problems



Based on education level, this represents:

57.4%

of people with a high school education or less

64.6%

of people with a post high school education but no degree

61.8%

of people with one or more degree

		Education			
		High School or Less	Post High School, no degree	Degree(s)	
Talk with Friends	Does not talk with friends and relatives	Population Estimate	1,095,734	1,411,706	1,472,749
		% within Education	42.6%	35.4%	38.2%
Talk with friends and relatives	Population Estimate	1,477,567	2,577,236	2,383,469	
		% within Education	57.4%	64.6%	61.8%

TAKING ACTION **APPEARING BEFORE A COURT OR TRIBUNAL**

6.7% of people in Canada report that in order to deal with their legal problem(s) they appear in a court or before a tribunal.

Percentage Based on Education Level who Appear before a Court or Tribunal



Based on education level, people who appear before a court or tribunal represent:

- 6.7% of people with a high school education or less
- 7.6% of people with a post high school education with no degree
- 6.2% of people with one or more degrees

93.3% of people in Canada don't appear in court or before a tribunal to deal with their legal problem(s).

Based on education level, people who do not appear before a court or tribunal represent:

- 93.3% of people with a high school education or less
- 92.4% of people with a post high school education with no degree
- 93.8% of people with one or more degrees

Based on education level, this represents:

6.7%

of people with a high school education or less

7.6%

of people with a post high school education but no degree

6.2%

of people with one or more degree

		Education		
		High School or Less	Post High School, no degree	Degree(s)
No	Population Estimate	2,350,709	3,589,420	3,578,211
	% within Education	93.3%	92.4%	93.8%
Yes	Population Estimate	168,654	296,977	236,971
	% within Education	6.7%	7.6%	6.2%

SATISFACTION WITH OPTIONS

People take a variety of steps to address their legal problems. Based on findings from our "Everyday Legal Problems and the Cost of Justice in Canada" study, opinions vary on the helpfulness of the different options used for problem resolution. The following pages present the responses related to satisfaction with legal, non-legal and other options used, broken down by education level — high school or less, post high school with no degree and degree(s).

SATISFACTION WITH OPTIONS LEGAL ADVICE

16.8% of people in Canada report that they don't find the legal advice they receive to be helpful.

Based on education level, this represents:
19.4% of people with a high school education or less
16.6% of people with a post high school education with no degree
16.4% of people with one or more degree

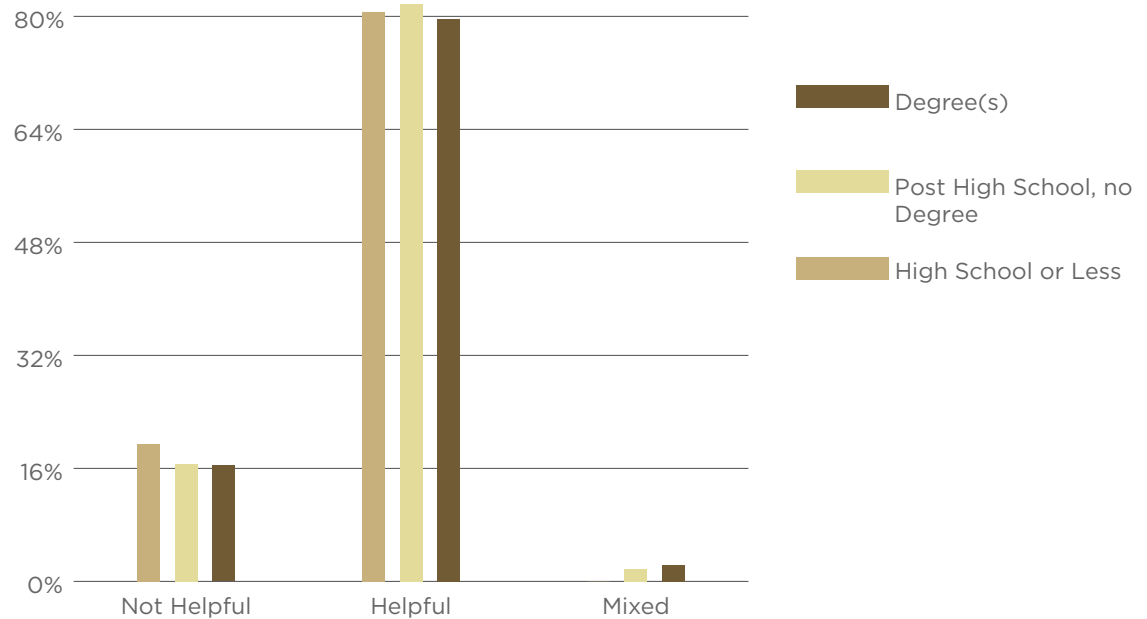
80.9% of people in Canada find the legal advice they receive to be helpful.

Based on education level, this represents:
80.6% of people with a high school education or less
81.7% of people with a post high school education with no degree
79.6% of people with one or more degree

2.3% of people in Canada find the legal advice they receive for 1 or more problems to be helpful in some way while for other problems it is not helpful.

Based on education level, this represents:
1.7% of people with a post high school education with no degree
4.0% of people with one or more degree

Percentage Based on Education Level Who Find Legal Advice Helpful/Not Helpful



Helpfulness of Legal Advice		Education		
		High School or Less	Post High School, no degree	Degree(s)
Not Helpful	Population Estimate	59,078	130,478	121,884
	% within Education	19.4%	16.6%	16.4%
Helpful	Population Estimate	245,652	642,232	592,314
	% within Education	80.6%	81.7%	79.6%
Mixed	Population Estimate		13,599	29,482
	% within Education		1.7%	4.0%

SATISFACTION WITH OPTIONS INTERNET

37.5% of people in Canada report that the information that they find on the Internet for their legal problem(s) is not helpful.

Based on education level, this represents:

51.1% of people with a high school education or less

31.8% of people with a post high school education with no degree

37.3% of people with one or more degrees

58.1% of people in Canada report that the information that they find on the Internet for their legal problem(s) is helpful.

Based on education level, this represents:

42.3% of people with a high school education or less

64.7% of people with a post high school education with no degree

58.5% of people with one or more degrees

4.4% of people in Canada report that the information that they glean from Internet for 1 or more legal problems is helpful in some way while the information they find for other problems is not helpful.

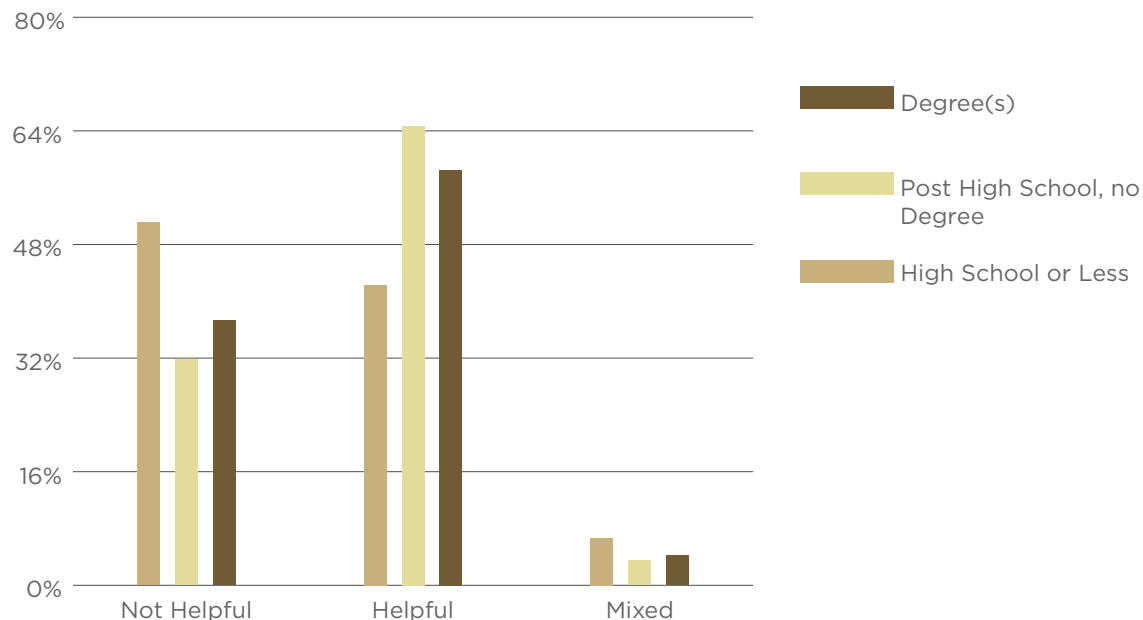
Based on education level, this represents:

6.7% of people with a high school education or less

3.5% of people with a post high school education with no degree

4.2% of people with one or more degrees

Percentage Based on Education Level Who Find Information on Internet Helpful/Not Helpful for their Legal Problem(s)



Information Gleaned from Internet		Education		
		High School or Less	Post High School, no degree	Degree(s)
Not helpful	Population Estimate	306,963	446,176	545,094
	% within Education	51.1%	31.8%	37.3%
Helpful	Population Estimate	253,969	908,657	854,257
	% within Education	42.3%	64.7%	58.5%
Mixed	Population Estimate	39,984	49,691	61,376
	% within Education	6.7%	3.5%	4.2%

SATISFACTION WITH OPTIONS TALKING WITH OTHER PARTY

49.1% of people in Canada who negotiate with the other party in an effort to resolve their legal problem say the attempt is not helpful.

Based on education level, this represents:
54.6% of people with a high school education or less

48.9% of people with a post high school education with no degree

46.0% of people with one or more degree.

41.6% of people in Canada say that talking with the other party is helpful.

Based on education level, this represents:
38.1% of people with a high school education or less

40.6% of people with a post high school education with no degree

44.5% of people with one or more degree

9.3% of people report that for 1 or more legal problems, talking with the other party is helpful in some way, while for other problems it is not helpful.

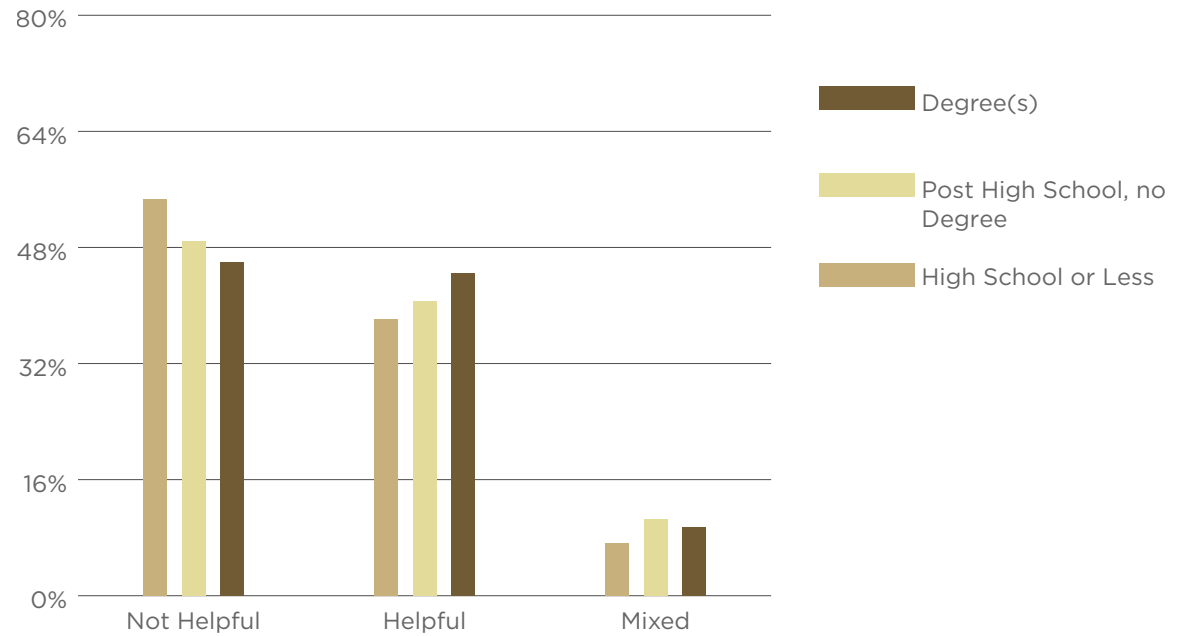
Based on education level, this represents:

7.3% of people with a high school education or less

10.5% of people with a post high school education with no degree

9.4% of people with one or more degree

Percentage Based on Education Level Who Find Talking With the Other Party Helpful/Not Helpful



Talking with Other Party		Education		
		High School or Less	Post High School, no degree	Degree(s)
Not Helpful	Population Estimate	1,019,443	1,518,584	1,307,098
	% within Education	54.6%	48.9%	46.0%
Helpful	Population Estimate	711,435	1,262,182	1,264,062
	% within Education	38.1%	40.6%	44.5%
Mixed	Population Estimate	136,196	327,712	267,719
	% within Education	7.3%	10.5%	9.4%

SATISFACTION WITH OPTIONS TALKING WITH FRIENDS AND RELATIVES

25.5% of people in Canada don't find advice from friends and relatives to be helpful.

Based on education level, this represents:
24.3% of people with a high school education or less

25.0% of people with a post high school education with no degree

26.9% of people with one or more degree

68.1% of people in Canada find the advice that they receive from friends and relatives to be helpful.

Based on education level, this represents:
70.1% of people with a high school education or less

67.9% of people with a post high school education with no degree

67.0% of people with one or more degree

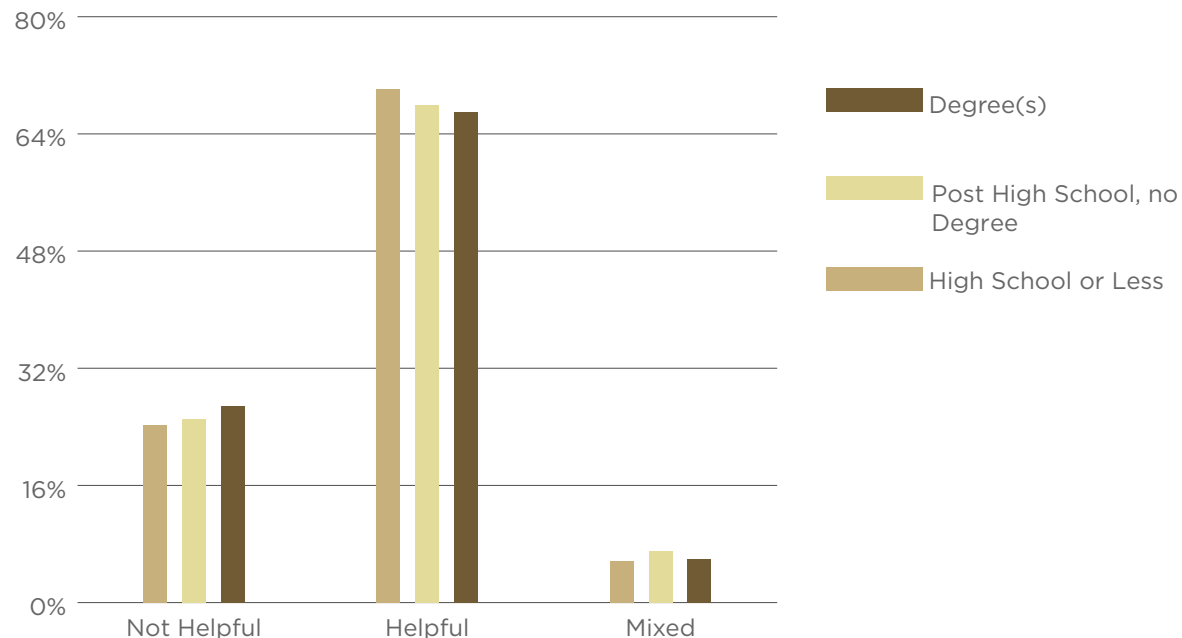
6.4% of people in Canada find advice from friends and family for 1 or more legal problems to be helpful in some way, while for other problems it is not helpful.

Based on education level, this represents:
5.7% of people with a high school education or less

7.1% of people with a post high school education with no degree

6.0% of people with one or more degree.

Percentage Based on Education Who Find Talking With Friends and Relatives Helpful/Not Helpful



		Education		
		High School or Less	Post High School, no degree	Degree(s)
Talking with Friends and Relatives Not Helpful	Population Estimate	349,865	630,904	634,533
	% within Education	24.3%	25.0%	26.9%
Helpful	Population Estimate	1,010,800	1,712,489	1,578,592
	% within Education	70.1%	67.9%	67.0%
Mixed	Population Estimate	81,736	178,939	142,363
	% within Education	5.7%	7.1%	6.0%

COST AND EVERYDAY LEGAL PROBLEMS

On an annual basis, people in Canada spend just over \$7.7 billion dollars to deal with everyday legal problems. Respondents to the "Everyday Legal Problems and the Cost of Justice in Canada" survey indicated the types of expenses frequently incurred on their paths to problem resolution. The following pages present the most frequent types of expenses⁷, broken down by education level - high school or less, post high school with no degree and degree(s).

⁷ The data presented in the following pages are based on survey data for the first and second legal problems experienced by respondents.

SPENDING MONEY ON EVERYDAY LEGAL PROBLEMS

43.0% of people in Canada indicate that they spend some money trying to resolve their everyday legal problem.

Based on education level, this represents:

38.6%

of people with a high school education or less

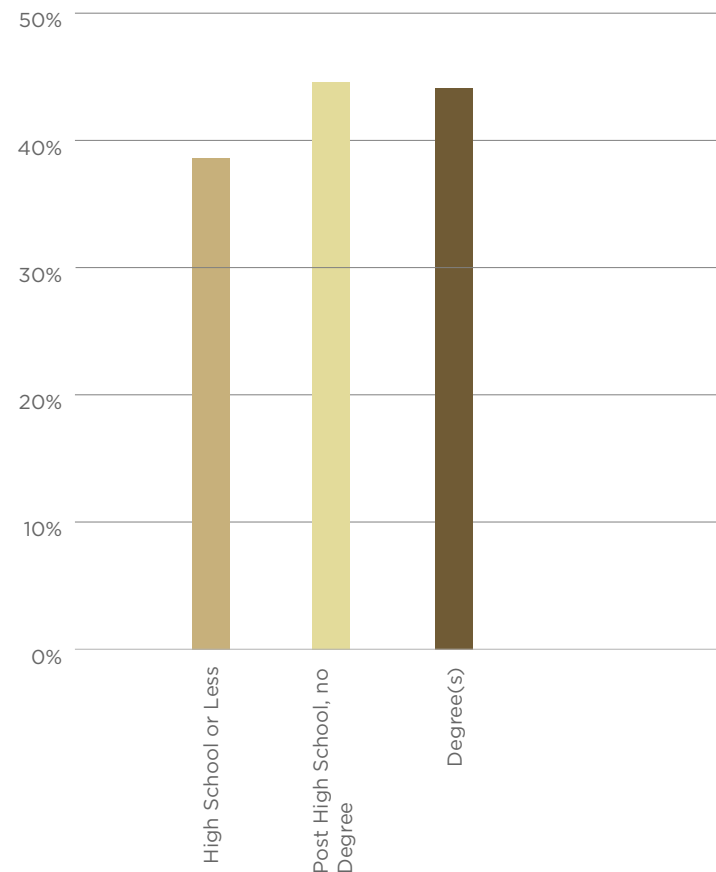
44.6%

of people with a post high school education but no degree

44.1%

of people with one or more degree

Percentage of People Based on Education Who Spend Money on Everyday Legal Problems



		Education		
		High School or Less	Post High School, no degree	Degree(s)
Don't spend money	Population Estimate	1,523,079	2,155,182	2,123,044
	% within Education	61.4%	55.4%	55.9%
Spend money	Population Estimate	958,173	1,737,413	1,677,788
	% within Education	38.6%	44.6%	44.1%

TYPE OF EXPENSE LAWYER FEES

21.8% of people in Canada report spending money on lawyer fees.

Based on education level, this represents:

14.3%

of people with a high school education or less

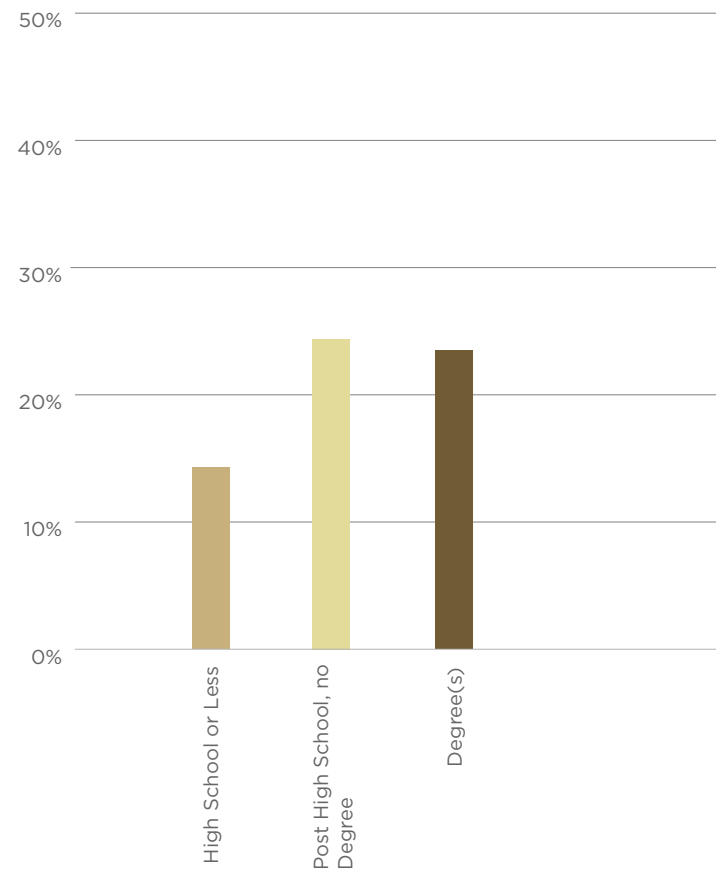
24.4%

of people with a post high school education but no degree

23.5%

of people with one or more degree

Percentage of People Based on Education Level who Spend on Lawyer Fees



		Education		
		High School or Less	Post High School, no degree	Degree(s)
Lawyer Fees Don't spend money	Population Estimate	816151	1297675	1269687
	% within Education	85.7%	75.6%	76.5%
Spend money	Population Estimate	136645	419789	390729
	% within Education	14.3%	24.4%	23.5%

TYPE OF EXPENSE TRANSPORTATION

16.1% of people in Canada incur expenses related to transportation as a result of their everyday legal problem(s).

Based on education level, this represents:

20.1%

of people with a high school education or less

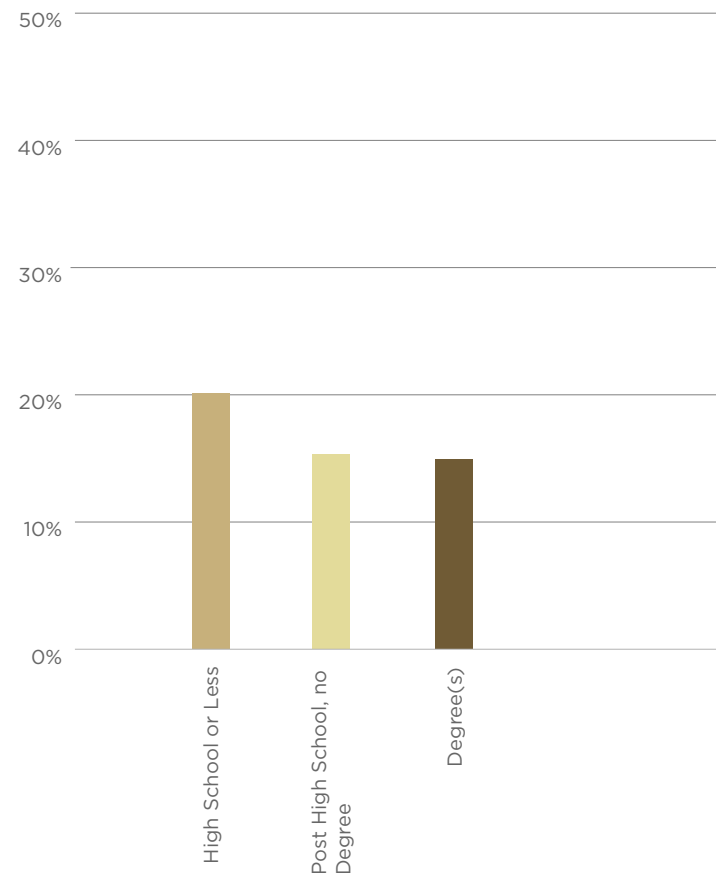
15.3%

of people with a post high school education but no degree

14.9%

of people with one or more degree

Percentage of People Based on Education Level Who Spend on Transportation



		Education		
		High School or Less	Post High School, no degree	Degree(s)
Transportation Don't spend on transportation	Population Estimate	761,412	1,454,416	1,412,641
	% within Education	79.9%	84.7%	85.1%
Spend on transportation	Population Estimate	191,384	263,049	247,775
	% within Education	20.1%	15.3%	14.9%

TYPE OF EXPENSE

PURCHASE OF MATERIALS, COPYING AND PRINTING

13.1% of people in Canada report spending money to purchase materials and for copying and printing as a result of their everyday legal problem.

Based on education level, this represents:

14.2%

of people with a high school education or less

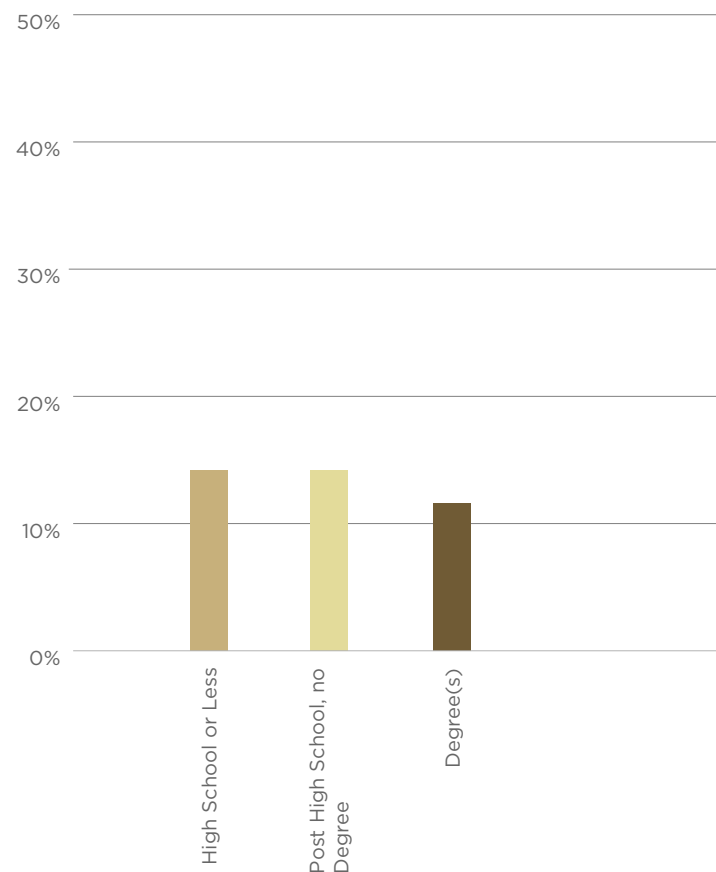
14.2%

of people with a post high school education but no degree

11.6%

of people with one or more degree

Percentage of People Based on Education Level who Purchase of Materials and Pay for Copying and Printing



		Education		
		High School or Less	Post High School, no degree	Degree(s)
Purchasing Materials, Printing and Copying Don't spend money	Population Estimate	817,604	1,473,267	1,467,955
	% within Education	85.8%	85.8%	88.4%
Spend money	Population Estimate	135,192	244,198	192,461
	% within Education	14.2%	14.2%	11.6%

TYPE OF EXPENSE

COURT FEES

11.2% of people in Canada report spending money on court fees as a result of their everyday legal problem.

Based on education level, this represents:

8.6%

of people with a high school education or less

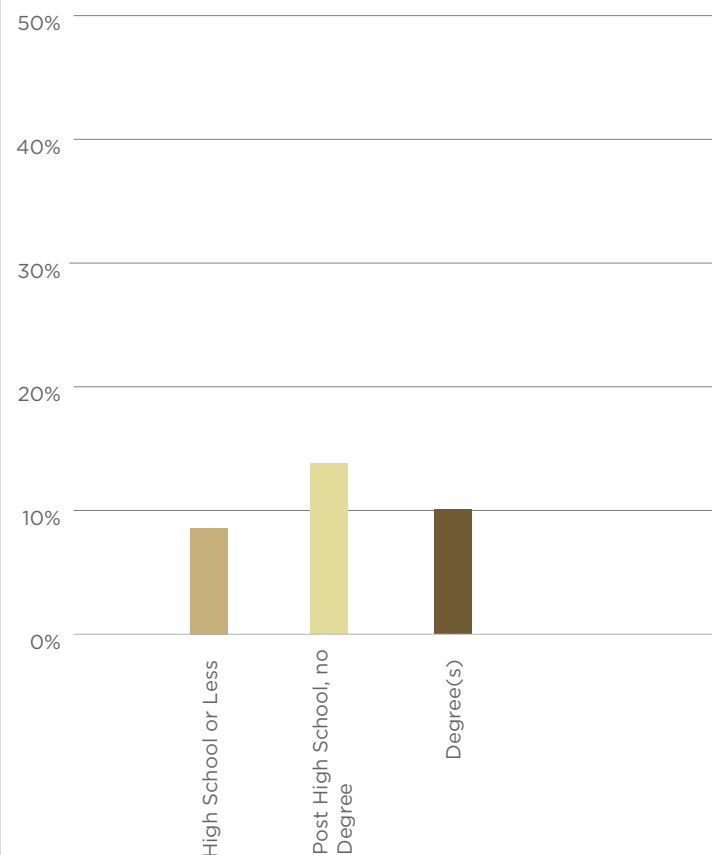
13.8%

of people with a post high school education but no degree

10.1%

of people with one or more degree

Percentage of People Based on Education Level who Spend Money on Court Fees



		Education		
		High School or Less	Post High School, no degree	Degree(s)
Don't spend money on court fees	Population Estimate	870,430	1,480,493	1,492,815
	% within Education	91.4%	86.2%	89.9%
Spend money on court fees	Population Estimate	82,368	236,971	167,601
	% within Education	8.6%	13.8%	10.1%

TYPE OF EXPENSE ADVISORS AND MEDIATORS

10.1% of people in Canada report spending money on other advisors and mediators.

Based on education level, this represents:

9.2%

of people with a high school education or less

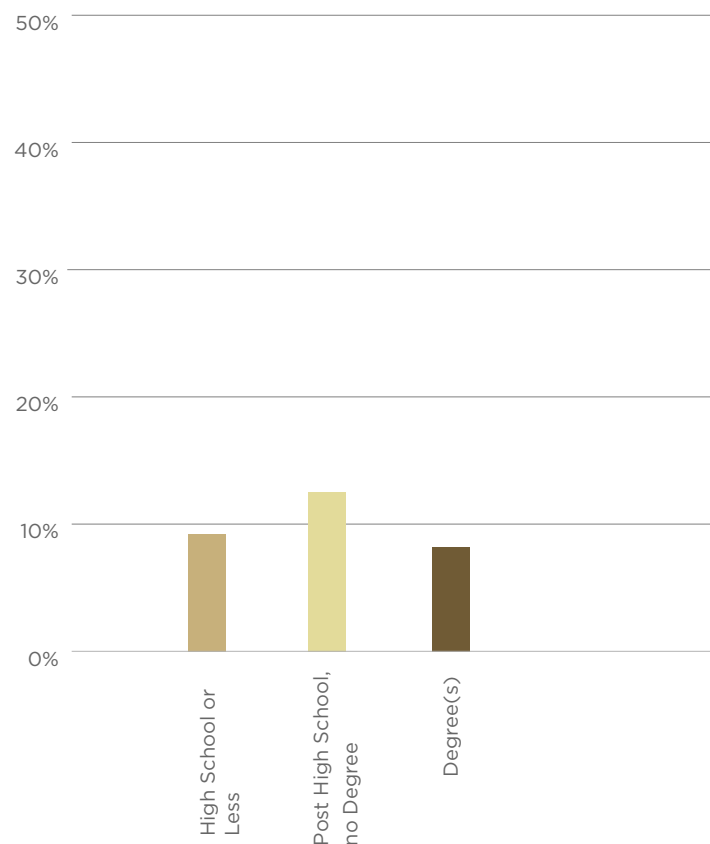
12.5%

of people with a post high school education but no degree

8.2%

of people with one or more degree

Percentage of People Based on Education Level who Spend Money on Other Advisors and Mediators



		Education		
		High School or Less	Post High School, no degree	Degree(s)
Advisors and Mediators Don't spend money on advisors and mediators	Population Estimate	864,883	1,503,296	1,523,469
	% within Education	90.8%	87.5%	91.8%
Spend money on advisors and mediators	Population Estimate	87,914	214,168	136,947
	% within Education	9.2%	12.5%	8.2%

TYPE OF EXPENSE

TELEPHONE, LONG DISTANCE AND FAX

5.4% of people in Canada report spending money on telephone, long distance and fax because of their legal problem.

Based on education level, this represents:

6.1%

of people with a high school education or less

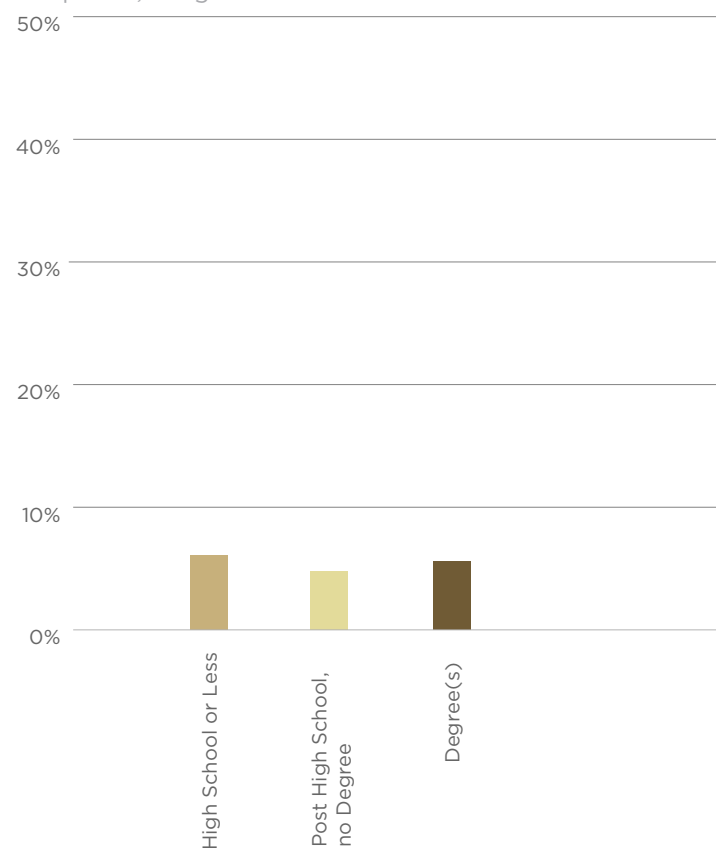
4.8%

of people with a post high school education but no degree

5.6%

of people with one or more degree

Percentage of People Based on Education Level who Spend Money on Telephone, Long Distance and Fax



		Education		
		High School or Less	Post High School, no degree	Degree(s)
Telephone, Long Distance and Fax				
Don't spend money on telephone, long distance and fax	Population Estimate	894,969	1,635,338	1,568,081
	% within Education	93.9%	95.2%	94.4%
Don't spend money on telephone, long distance and fax	Population Estimate	57,828	82,127	92,336
	% within Education	6.1%	4.8%	5.6%

TYPE OF EXPENSE

CHILD CARE AND OTHER HOUSEHOLD EXPENSES

4.8% of people in Canada incur child care and other household expenses as a result of their legal problem(s).

Based on education level, this represents:

8.7%

of people with a high school education or less

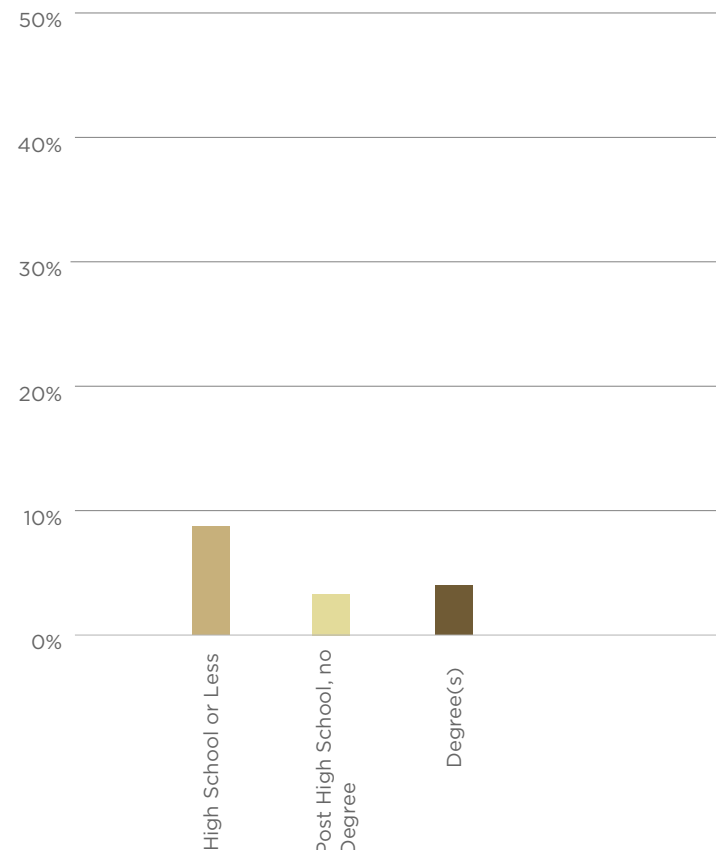
3.3%

of people with a post high school education but no degree

4.0%

of people with one or more degree

Percentage of People Based on Education Level who Spend Money on Child Care or Other Household Expenses



		Education		
		High School or Less	Post High School, no degree	Degree(s)
Child Care and Other Household Expenses	Population Estimate	870,099	1,661,358	1,593,183
	% within Education	91.3%	96.7%	96.0%
Spend money on child care and other household expenses	Population Estimate	82,697	56,107	67,233
	% within Education	8.7%	3.3%	4.0%

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