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

GENDER

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>.



Social Sciences and Humanities
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Canada

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EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA GENDER

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 gender. This report

organizes the data into 2 groups: Male or Female.

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 the 2 categories.

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 further 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>>

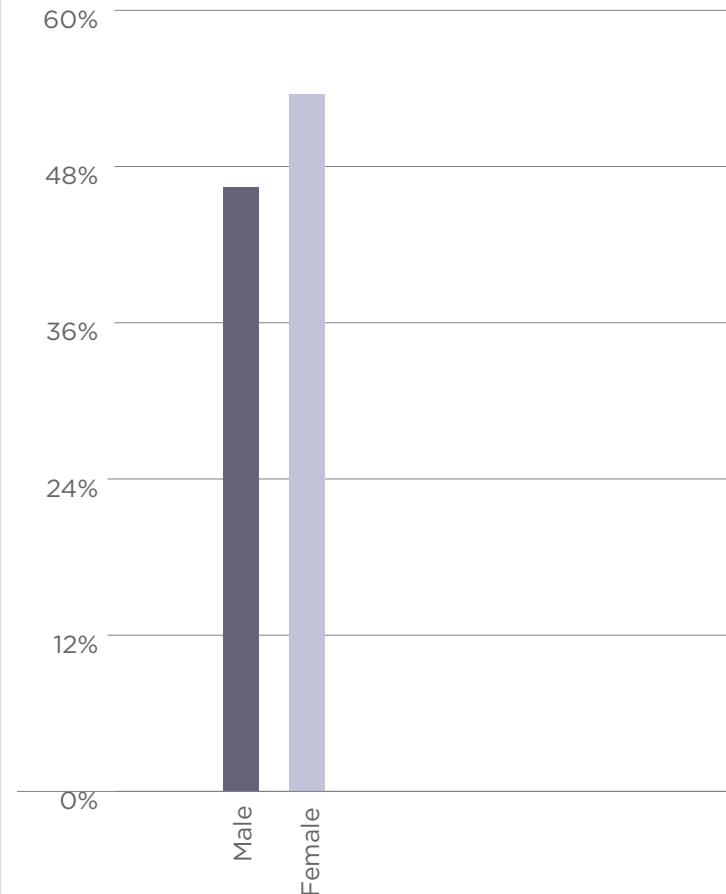
² For more information on each of these problem types see Canadian Forum on Civil Justice, *Everyday Legal Problems and the Cost of Justice in Canada: Fact Sheets on 17 Problem Types* (Toronto, Canadian Forum on Civil Justice, 2016), online: <<http://cfcj-fcjc.org/cost-of-justice>>

GENDER

Of the survey's 3,051 land line respondents, a total of 1,230 respondents were male. 1,821 respondents were female. Weighted to the population, this represents an estimated 10,947,004 adults who were male and 12,643,693 who were female.

	Gender	Estimate
Population Size	Male	10,947,004
	Female	12,643,693
% of Total	Male	46.4
	Female	53.6

Percentage of Respondents by Gender



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.

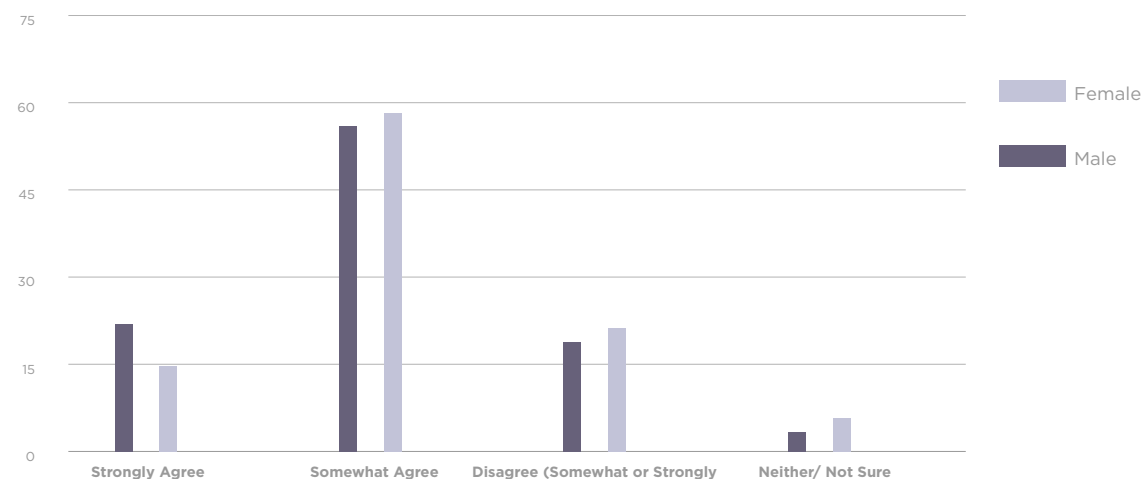
78.0% of males and 73.0% of females agree in some respect that the justice system in Canada is mostly fair.

22.0% of males and 14.7% of females strongly agree that the justice system in Canada is mostly fair.

56.0% of males and 58.3% of females somewhat agree that the justice system is mostly fair.

Conversely, 18.8% of males and 21.2% of females disagree (somewhat or strongly) that the justice system in Canada is mostly fair.

The Justice System in Canada is Mostly Fair



Fairness		Respondent's Gender	
		Male	Female
Strongly Agree	Population Estimate	2,403,701	1,860,599
	% based on gender	22.0%	14.7%
Somewhat Agree	Population Estimate	6,125,549	7,368,614
	% based on gender	56.0%	58.3%
Disagree (somewhat or strongly)	Population Estimate	2,053,895	2,684,589
	% based on gender	18.8%	21.2%
Neither / Not Sure	Population Estimate	363,859	729,892
	% based on gender	3.3%	5.8%

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.

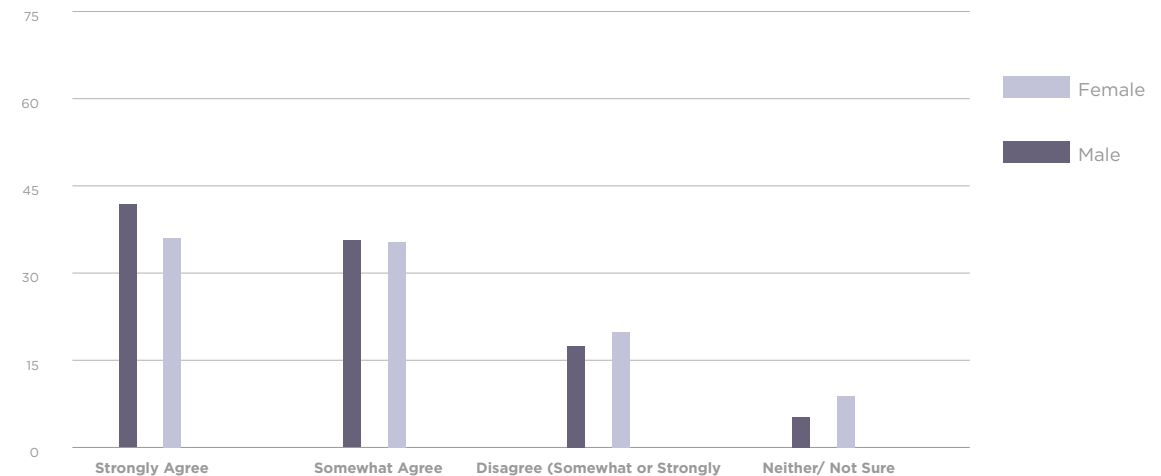
77.4% of males and 71.4% of females agree in some respect that the legal system works better for rich people than poor people.

41.8% of males and 36.0% of females strongly agree that the legal system works better for rich people than poor people.

35.6% of males and 35.4% of females somewhat agree that the legal system works better for rich people than poor people.

Conversely, 17.5% of males and 19.8% of females disagree (somewhat or strongly) that the legal system works better for rich people than poor people.

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



Wealth		Respondent's Gender	
		Male	Female
Strongly Agree	Population Estimate	4,571,304	4,550,616
	% based on gender	41.8%	36.0%
Somewhat Agree	Population Estimate	3,897,375	4,477,988
	% based on gender	35.6%	35.4%
Disagree (somewhat or strongly)	Population Estimate	1,912,526	2,501,363
	% based on gender	17.5%	19.8%
Neither / Not Sure	Population Estimate	565,799	1,113,725
	% based on gender	5.2%	8.8%

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 (CCRF) make a difference when people have legal problems.

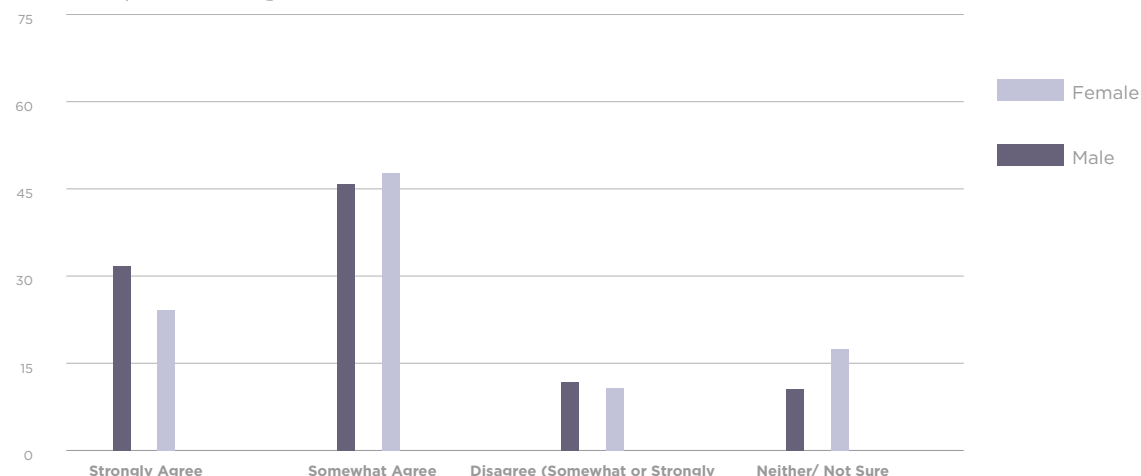
77.7% of males and 71.9% of females agree in some respect that the legal rights guaranteed by the CCRF make a difference when people have legal problems.

31.8% of males and 24.2% of females strongly agree that the legal rights guaranteed by the CCRF make a difference when people have legal problems.

45.9% of males and 47.7% of females somewhat agree that the legal rights guaranteed by the CCRF make a difference when people have legal problems.

Conversely, 11.8% of males and 10.7% of females disagree i(somewhat or strongly) that the legal rights guaranteed by the CCRF make a difference when people have legal problems.

The Legal Rights Guaranteed By the Canadian Charter of Rights and Freedoms make A Difference when People Have Legal Problems



Charter		Respondent's Gender	
		Male	Female
Strongly Agree	Population Estimate	3,484,465	3,064,721
	% based on gender	31.8%	24.2%
Somewhat Agree	Population Estimate	5,019,624	6,030,714
	% based on gender	45.9%	47.7%
Disagree (somewhat or strongly)	Population Estimate	1,292,882	1,351,284
	% based on gender	11.8%	10.7%
Neither / Not Sure	Population Estimate	1,150,032	2,196,975
	% based on gender	10.5%	17.4%

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.

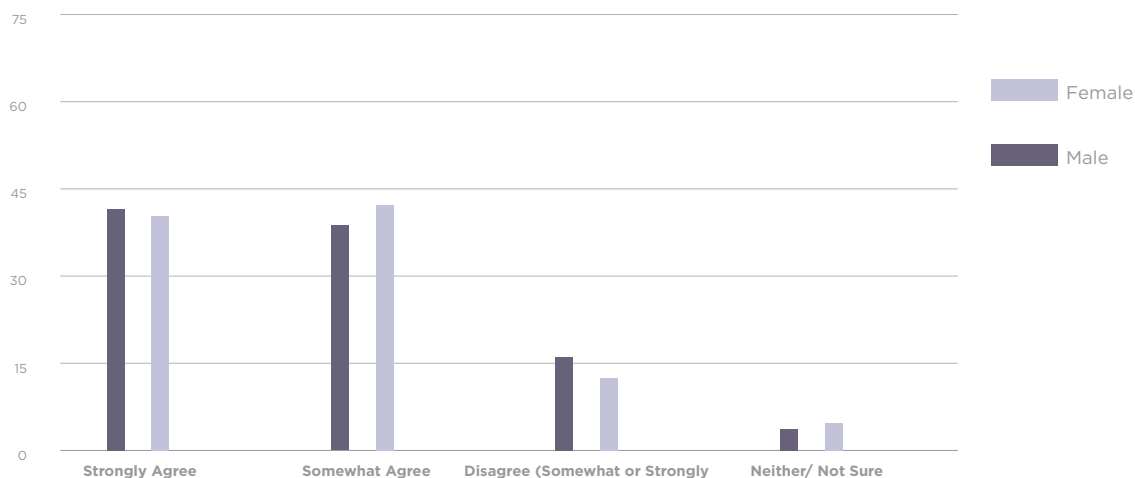
80.3% of males and 82.6% of females agree in some respect that Courts are an important way for ordinary people to protect their rights.

41.6% of males and 40.4% of females strongly agree that Courts are an important way for ordinary people to protect their rights.

38.7% of males and 42.2% of females somewhat agree that Courts are an important way for ordinary people to protect their rights.

Conversely, 16.1% of males and 12.4% of females disagree (somewhat or strongly) that Courts are an important way for ordinary people to protect their rights.

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



Courts		Respondent's Gender	
		Male	Female
Strongly Agree	Population Estimate	4,551,906	5,110,618
	% based on gender	41.6%	40.4%
Somewhat Agree	Population Estimate	4,238,588	5,335,481
	% based on gender	38.7%	42.2%
Disagree (somewhat or strongly)	Population Estimate	1,766,882	1,565,367
	% based on gender	16.1%	12.4%
Neither / Not Sure	Population Estimate	389,628	632,227
	% based on gender	3.6%	5.0%

EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA GENDER

CIVIL AND FAMILY JUSTICE PROBLEM TYPES

EVERYDAY LEGAL PROBLEMS AND GENDER

1,416 respondents indicated that they experienced one or more serious civil or family justice problem(s) during the 3-year reference period of the "Everyday Legal Problems and Cost of Justice in Canada" survey.

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

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

Individuals experiencing 1 or more problems		Gender	
No	Population Size	Male	Female
		5,332,590	6,837,217
Yes	Population Size	5,614,414	5,806,476

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 Canadian will experience an everyday legal problem over the course of their lifetime.

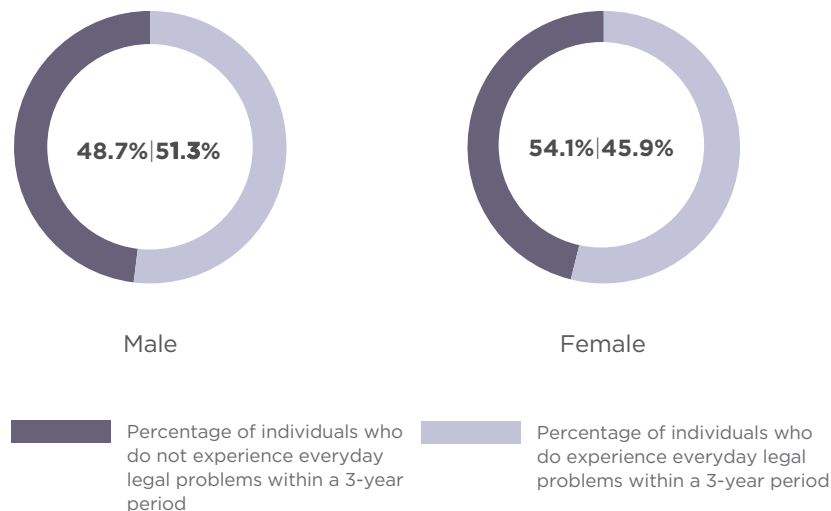
Based on gender— male or female — it is estimated that:

51.3% of males

45.9% of females

will experience at least one civil or family justice problem over a given 3-year period.

Percentage Of People Based on Gender Experiencing One Or More Legal Problems



		Respondent's Gender	
		Male	Female
No	Population Estimate	5,332,590	6,837,217
	% based on gender	48.7%	54.1%
Yes	Population Estimate	5,614,414	5,806,476
	% based on gender	51.3%	45.9%

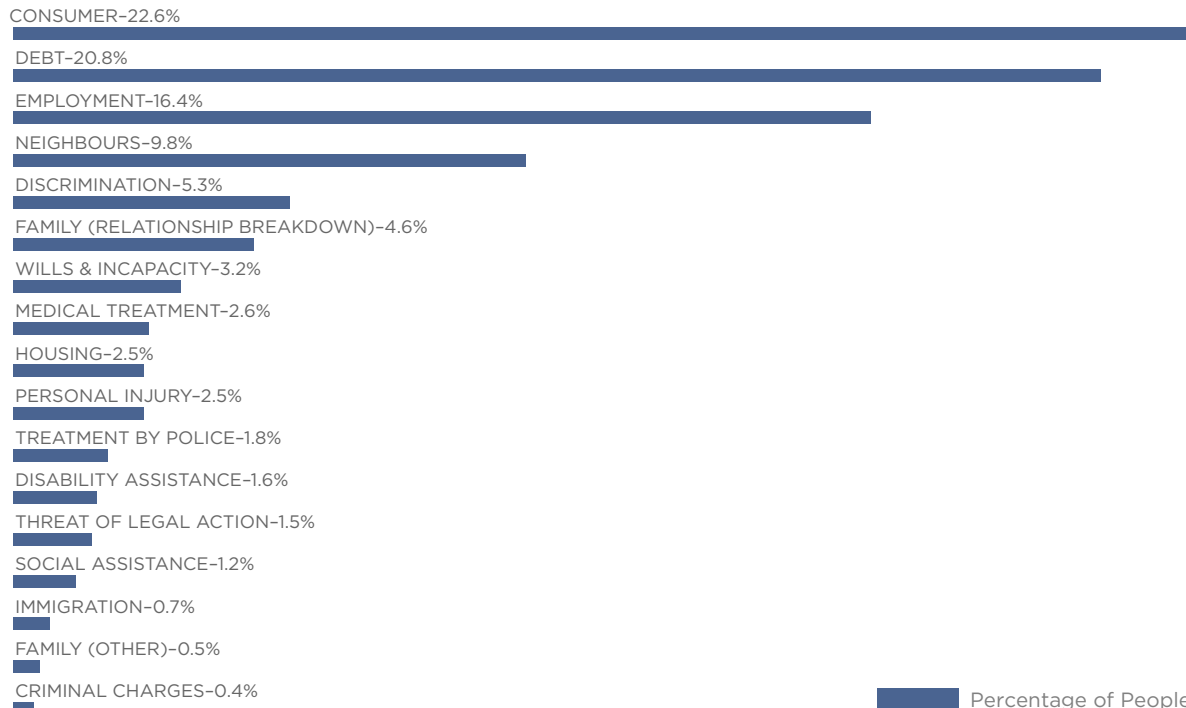
EVERYDAY LEGAL PROBLEM TYPES

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



Percentage of People

CONSUMER PROBLEMS

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

Based on gender, this represents:

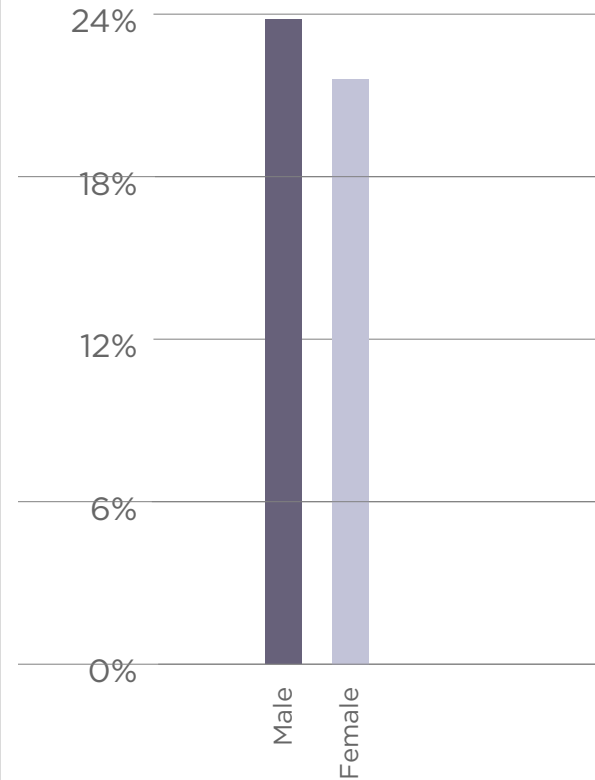
23.8%

of Males

21.6%

of Females

Percentage of People Based on Gender with One or More Consumer Problems



Consumer Problems	Population Size	Percentage
Male	2,600,784	23.8
Female	2,727,473	21.6

DEBT PROBLEMS

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

Based on gender, this represents:

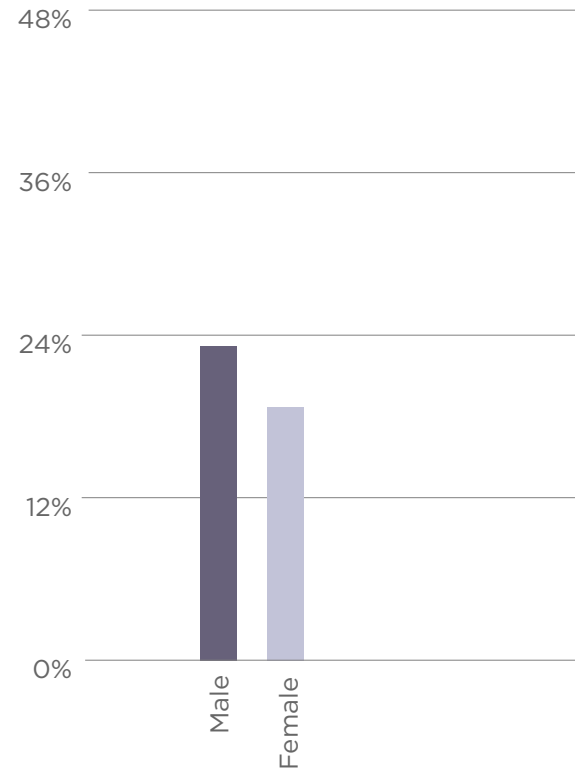
23.2%

of Males

18.7%

of Females

Percentage of People Based on Gender with One or More Debt Problems



Debt Problems	Population Size	Percentage
Male	2,543,026	23.2
Female	2,359,183	18.7

EMPLOYMENT PROBLEMS

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

Based on gender, this represents:

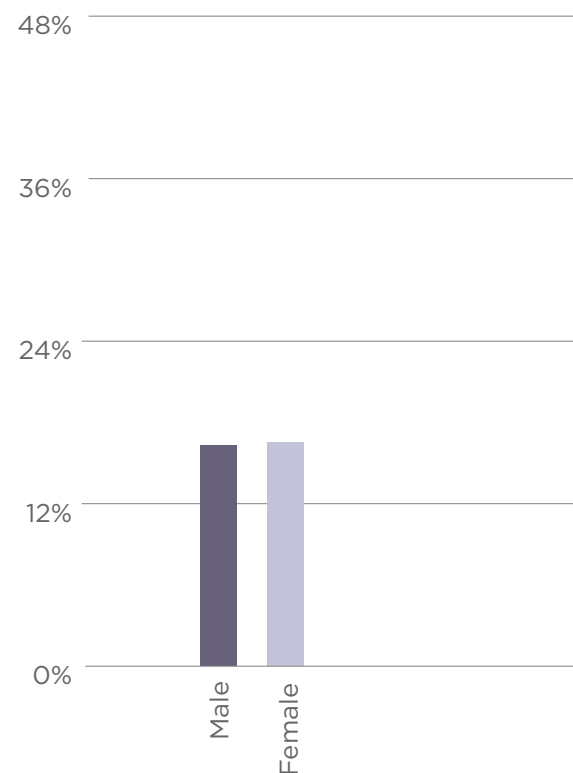
16.3%

of Males

16.5%

of Females

Percentage of People Based on Gender with One or More Employment Problems



Employment Problems	Population Size	Percentage
Male	1,787,027	16.3
Female	2,082,370	16.5

PROBLEMS WITH NEIGHBOURS

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

Based on gender, this represents:

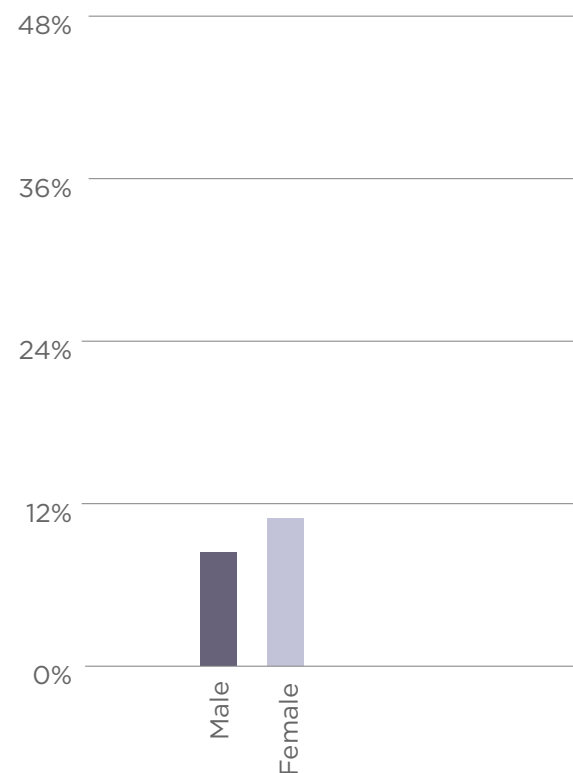
8.4%

of Males

10.9%

of Females

Percentage of People Based on Gender with One or More Problems with Neighbours



Neighbour Problems	Population Size	Percentage
Male	922,410	8.4
Female	1,380,443	10.9

DISCRIMINATION PROBLEMS

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

Based on gender, this represents:

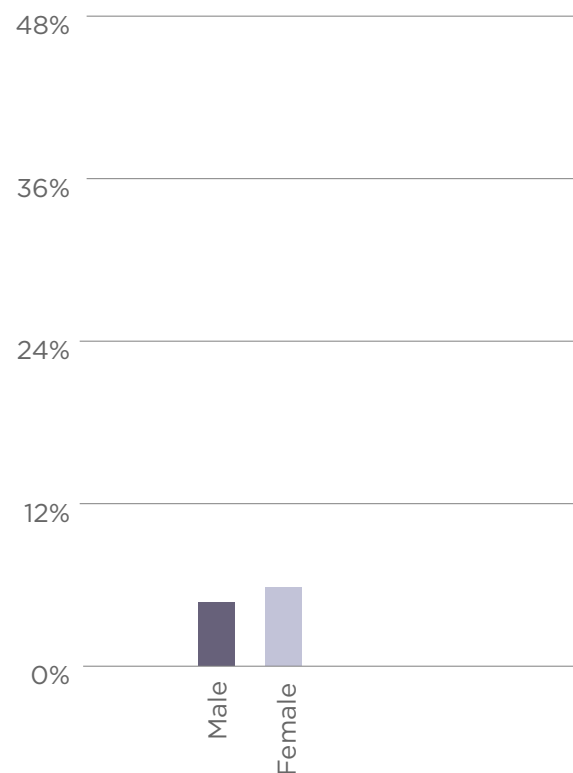
4.7%

of Males

5.8%

of Females

Percentage of People Based on Gender with One or More Discrimination Problems



Discrimination Problems	Population Size	Percentage
Male	514,045	4.7
Female	736,104	5.8

FAMILY LAW (RELATIONSHIP BREAKDOWN) PROBLEMS⁴

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

Based on gender, this represents:

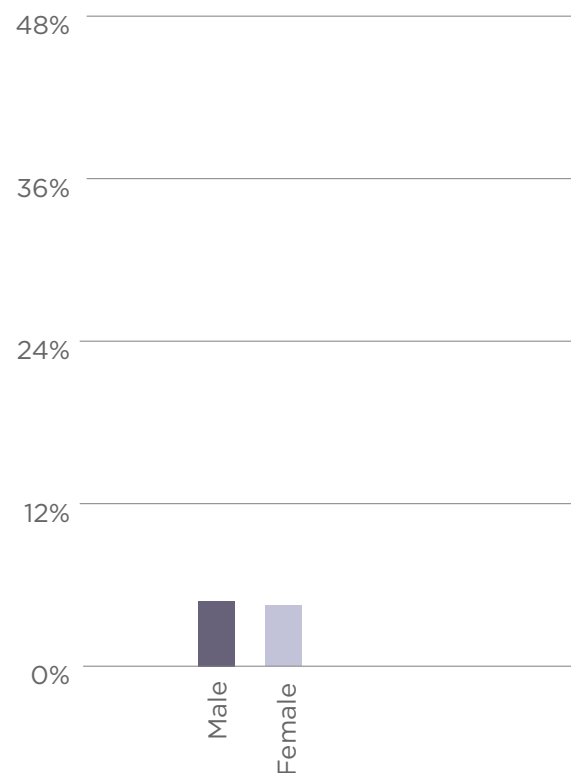
4.8%

of Males

4.5%

of Females

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



Family Law - Relationship	Population Size	Percentage
Male	523,626	4.8
Female	569,688	4.5

⁴ 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 gender, this represents:

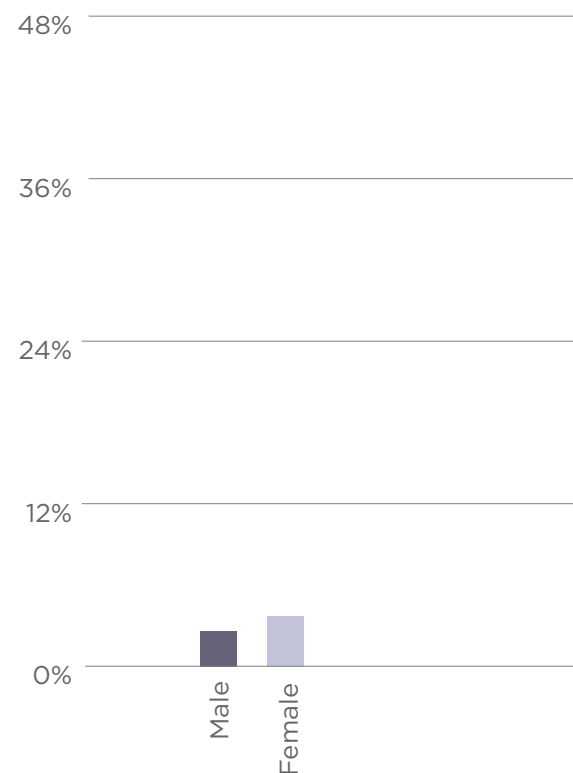
2.6%

of Males

3.7%

of Females

Percentage of People Based on Gender with One or More Problems related to Wills and Incapacity



Wills & Incapacity Problems	Population Size	Percentage
Male	285,406	2.6
Female	470,490	3.7

PROBLEMS RELATED TO MEDICAL TREATMENT

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

Based on gender, this represents:

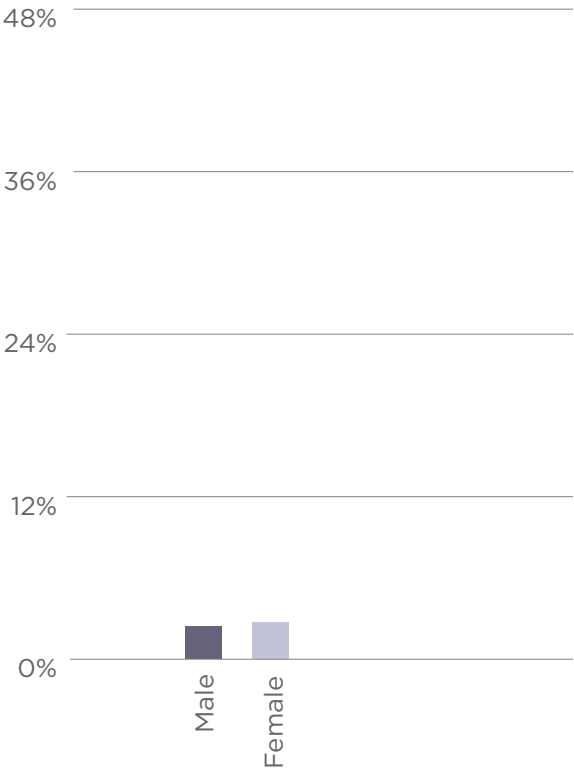
2.4%

of Males

2.7%

of Females

Percentage of People Based on Gender with One or More Problems related to Medical Treatment



Medical Treatment Problems	Population Size	Percentage
Male	266,263	2.4
Female	343,654	2.7

HOUSING PROBLEMS

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

Based on gender, this represents:

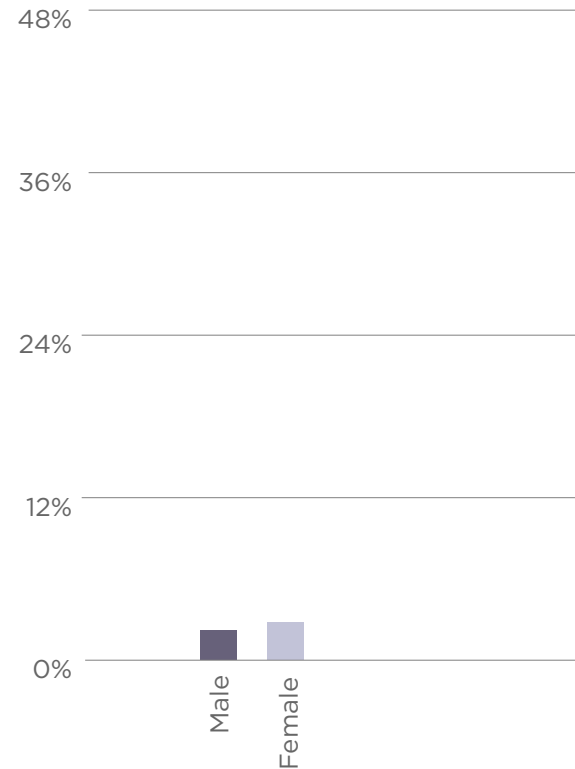
2.2%

of Males

2.8%

of Females

Percentage of People Based on Gender with One or More Housing Problems



Housing Problems	Population Size	Percentage
Male	235,774	2.2
Female	348,425	2.8

PERSONAL INJURY PROBLEMS

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

Based on gender, this represents:

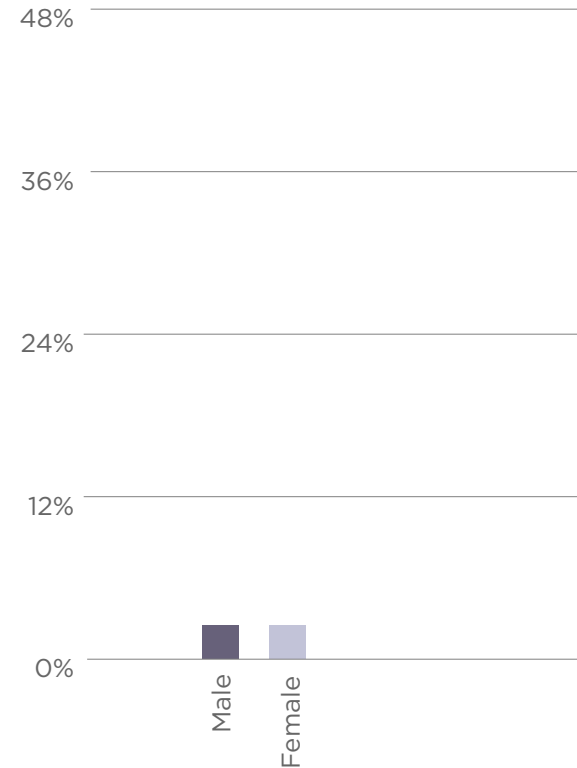
2.5%

of Males

2.5%

of Females

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



Personal Injury Problems	Population Size	Percentage
Male	271,518	2.5
Female	313,663	2.5

TREATMENT BY POLICE

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

Based on gender, this represents:

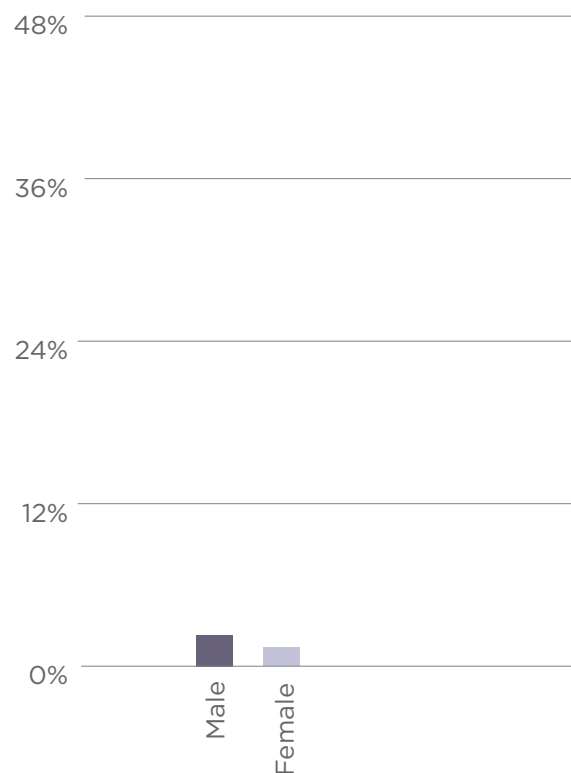
2.3%

of Males

1.4%

of Females

Percentage of People Based on Gender with One or More Problems related to Treatment By Police



Treatment by Police Problems	Population Size	Percentage
Male	254,601	2.3
Female	180,773	1.4

DISABILITY ASSISTANCE PROBLEMS

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

Based on gender, this represents:

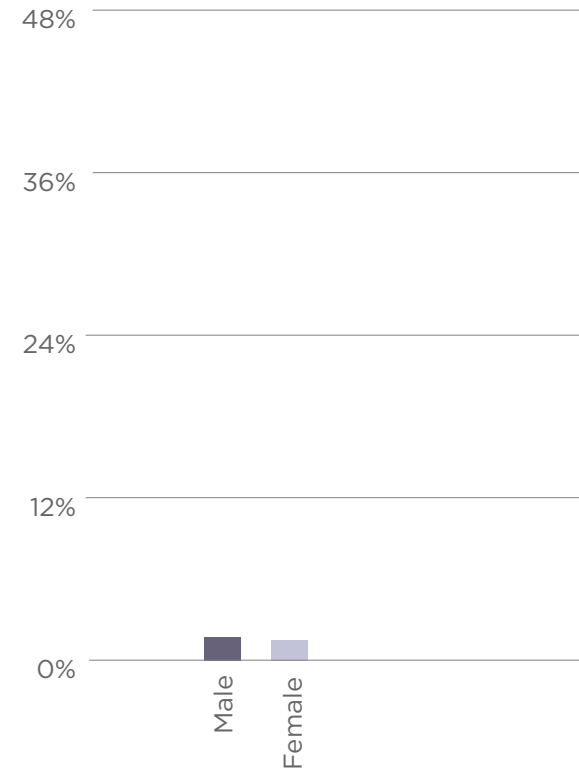
1.7%

of Males

1.5%

of Females

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



Disability Assistance Problems	Population Size	Percentage
Male	187,023	1.7
Female	187,510	1.5

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 gender, this represents:

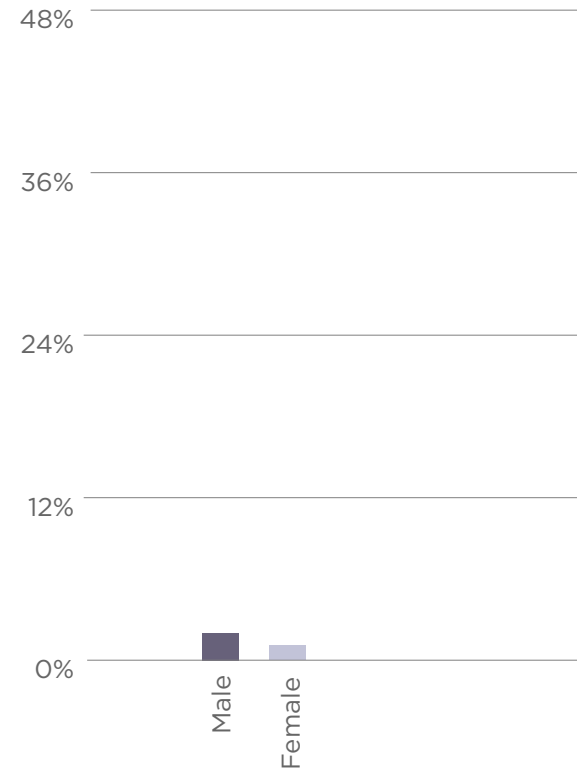
2.0%

of Males

1.1%

of Females

Percentage of People Based on Gender with One or More Problems related to Threats of Legal Action



Legal Action Problems	Population Size	Percentage
Male	224,021	2.0
Female	135,446	1.1

SOCIAL ASSISTANCE PROBLEMS

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

Based on gender, this represents:

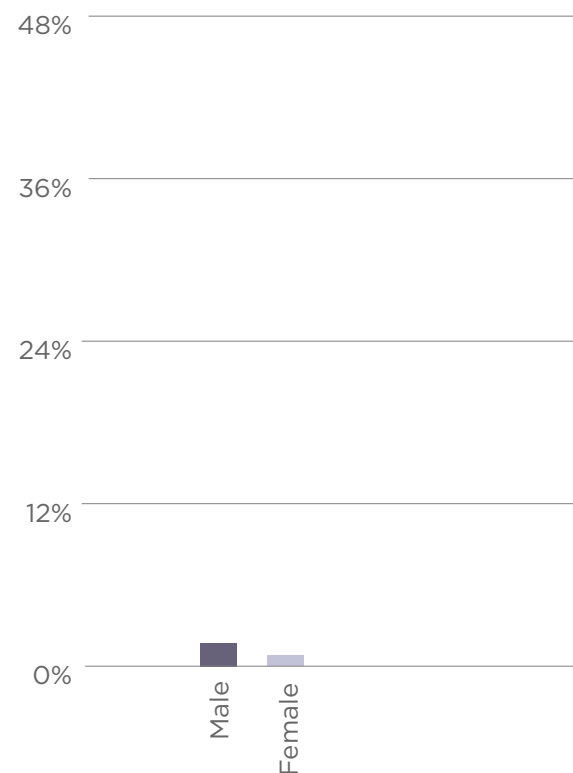
1.7%

of Males

0.8%

of Females

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



Social Assistance Problems	Population Size	Percentage
Male	186,985	1.7
Female	95,625	0.8

IMMIGRATION PROBLEMS

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

Based on gender, this represents:

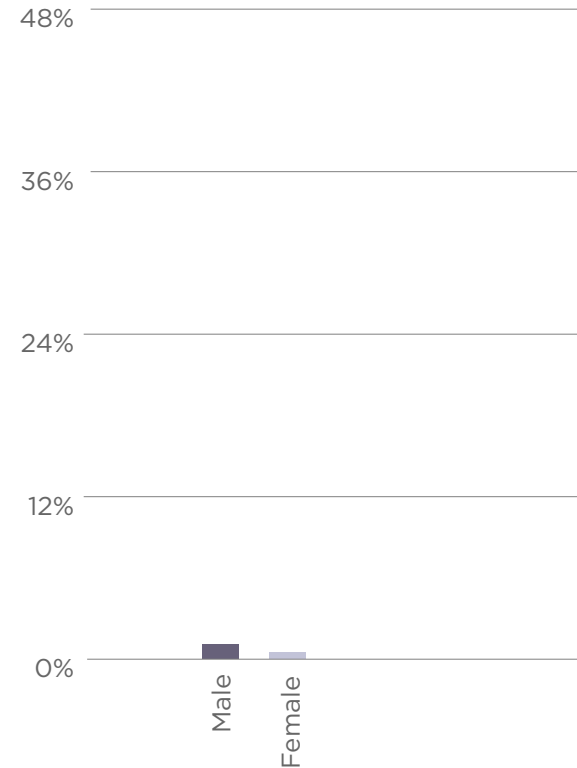
1.1%

of Males

0.5%

of Females

Percentage of People Based on Gender with One or More Immigration Problems



Immigration Problems	Population Size	Percentage
Male	117,250	1.1
Female	58,764	0.5

FAMILY (OTHER) PROBLEMS⁵

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

Based on gender, this represents:

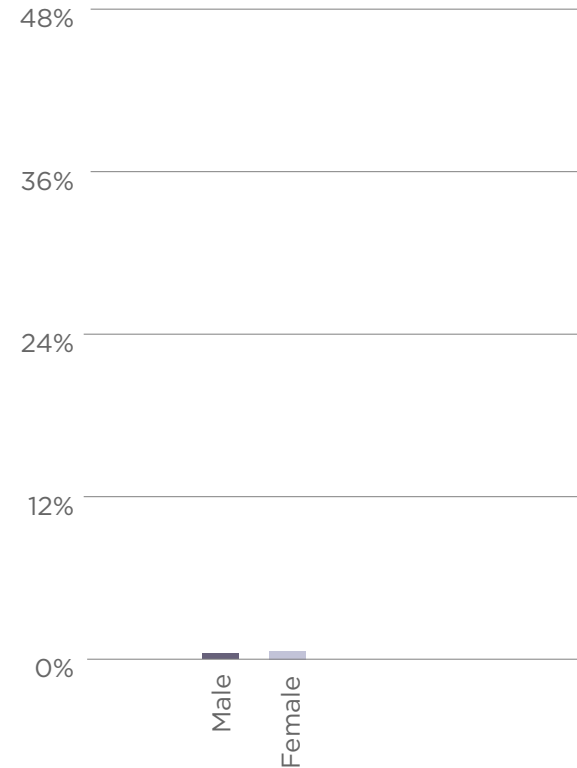
0.4%

of Males

0.6%

of Females

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



Family (other) Problems	Population Size	Percentage
Male	44,509	0.4
Female	78,674	0.6

⁵ 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 law (in addition to their civil and family justice problem).

Based on gender, this represents:

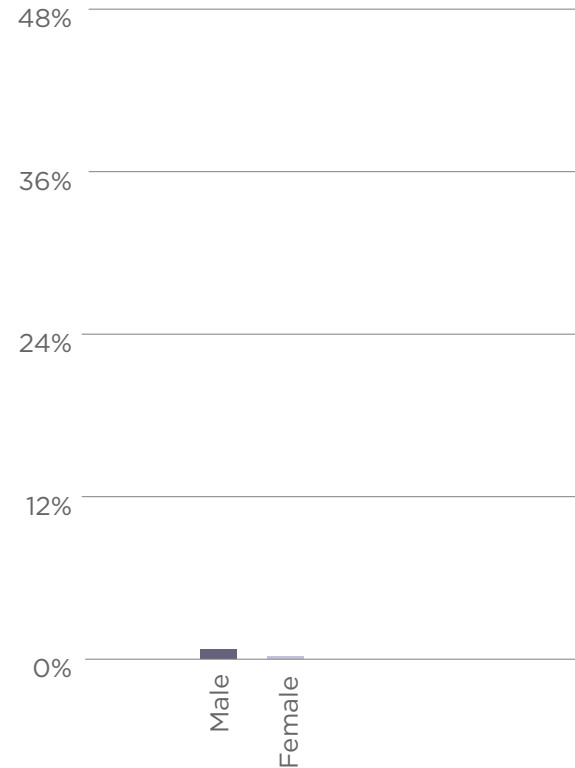
0.7%

of Males

0.2%

of Females

Percentage of People Based on Gender with One or More Problems related to Criminal Charges



Criminal Law Problems	Population Size	Percentage
Male	79,383	0.7
Female	19,435	0.2

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, 95.0% 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 types of costs incurred. The following pages provide details on the actions taken, broken down by gender.

TAKING ACTION

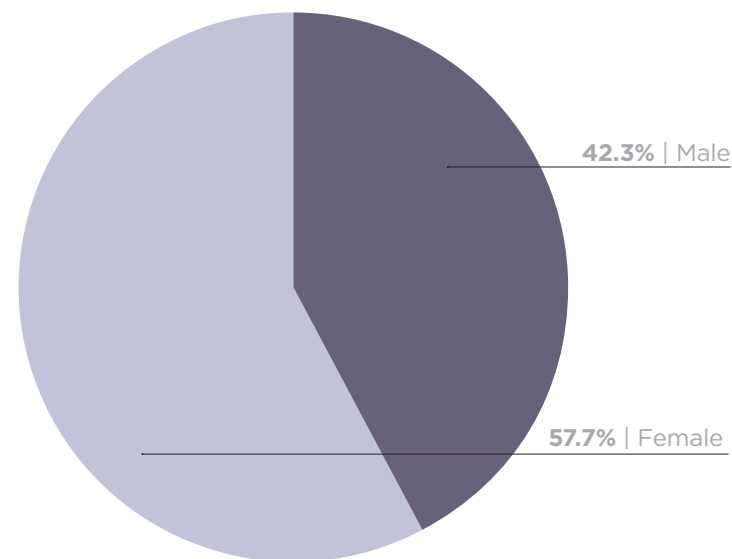
An estimated 10,543,556 people in Canada will experience at least 1 and as many as 7 civil or family justice problems within a given 3-year period.

Based on gender, this amounts to approximately:

5,172,227 males

5,371,329 females

Percentage of People Based on Gender who Experience 1 to 7 Problems



		Respondent's Gender	
		Male	Female
1 to 7 Problems	Population Estimate	5,172,227	5,371,329

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 gender, that represents:

18.4%

of Males

19.8%

of Females

		Respondent's Gender	
		Male	Female
Obtain legal advice			
Does not obtain legal advice	Population Estimate	4,197,158	4,276,959
	% based on gender	81.6%	80.2%
Obtain legal advice	Population Size	946,828	1,054,500
	% based on gender	18.4%	19.8%

TAKING ACTION

OBTAIN LEGAL ADVICE

SOURCES OF LEGAL ADVICE

Based on gender, individuals who contact a private lawyer represent:

89.0% of people who are male

79.2% of people who are female

Based on gender, people in Canada who contact a free legal clinic represent:

3.7% of people who are male

7.9% of people who are female

Based on gender, people in Canada who contact Legal Aid represent:

4.8% of people who are male

3.2% of people who are female

Based on gender, people in Canada who contact a legal advice phone service represent:

1.4% of people who are male

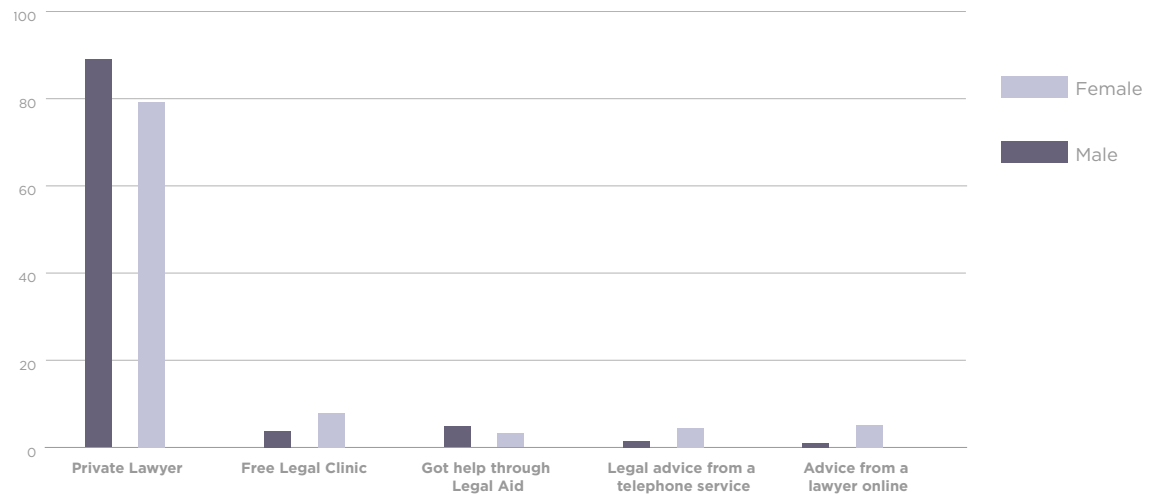
4.5% of people who are female

Based on gender, people in Canada who get legal advice online from a lawyer represent:

1.1% of people who are male

5.2% of people who are female

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



Source s of Legal Advice		Respondent's Gender	
		Male	Female
Contact Private Lawyer	Population Estimate	800,884	782,004
	% based on gender	89.0%	79.2%
Contact Free Legal Clinic	Population Size	33,344	77,896
	% based on gender	3.7%	7.9%
Contact Legal Aid	Population Size	43,629	31,585
	% based on gender	4.8%	3.2%
Contact Legal Advice Phone Service	Population Size	12,234	44,101
	% based on gender	1.4%	4.5%
Get online Legal Advice	Population Size	10,001	51,289
	% based on gender	1.1%	5.2%

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 Searched the Internet for help with Legal Problems



Based on gender, that represents:

29.9%

of Males

36.9%

of Females

Internet		Respondent's Gender	
		Male	Female
Does not search the Internet	Population Estimate	3,605,545	3,366,332
	% based on gender	70.1%	63.1%
Search the Internet	Population Estimate	1,538,441	1,965,127
	% based on gender	29.9%	36.9%

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 gender, that represents:

26.0%

of Males

30.8%

of Females

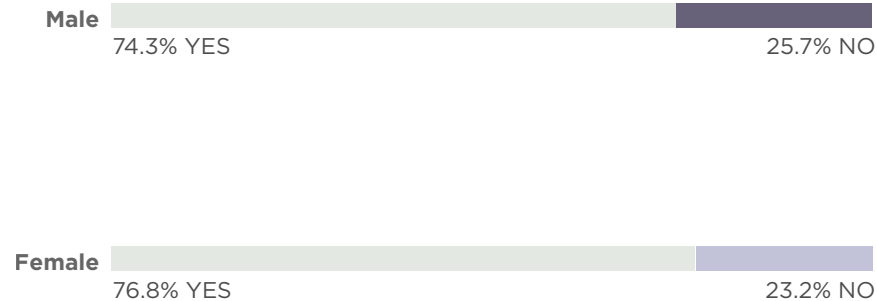
		Respondent's Gender	
		Male	Female
Contact an Organization Don't contact an organization	Population Estimate	3,807,446	3,686,843
	% based on gender	74.0%	69.2%
Contact an organization	Population Estimate	1,336,540	1,644,616
	% based on gender	26.0%	30.8%

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 gender, that represents:

74.3%

of Males

76.8%

of Females

		Respondent's Gender	
		Male	Female
Talk with the Other Party	Does not talk with the other party	1,320,604	1,234,654
	Population Estimate % based on gender	25.7%	23.2%
Talk with the other party	Population Estimate	3,823,382	4,096,805
	% based on gender	74.3%	76.8%

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 gender, that represents:

57.7%

of Males

65.4%

of Females

		Respondent's Gender	
		Male	Female
Talk With Friends Does not talk with friends and relatives	Population Estimate	2,173,488	1,845,290
	% based on gender	42.3%	34.6%
Talk with friends and relatives	Population Estimate	2,970,498	3,486,169
	% based on gender	57.7%	65.4%

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 court or before a tribunal.

Percentage who Appear in Court or Before a Tribunal



Based on gender, that represents:

7.9%

of Males

5.8%

of Females

Appear in Court or Before a Tribunal		Respondent's Gender	
		Male	Female
No	Population Estimate	4,620,535	4,954,787
	% based on gender	92.1%	94.2%
Yes	Population Estimate	396,049	306,554
	% based on gender	7.9%	5.8%

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 the satisfaction with legal, non-legal and other options used, broken down by gender.

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 gender, that represents:

13.6% of people who are male

19.9% of people who are female

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

Based on gender, that represents:

84.4% of people who are male

77.5% of people who are female

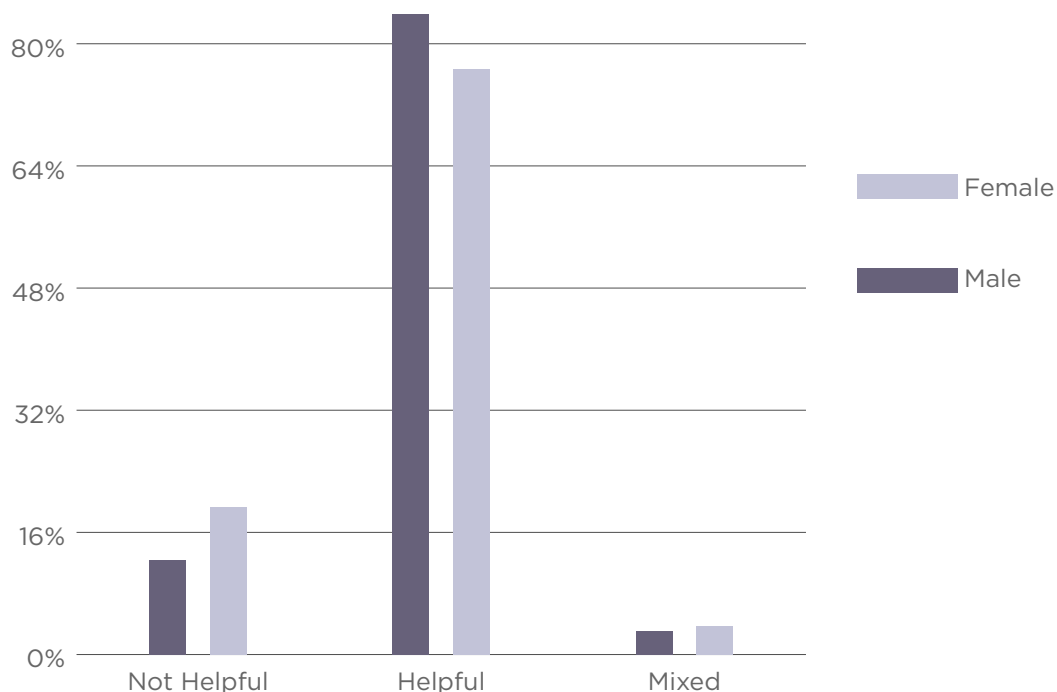
2.3% of people in Canada find the legal advice they receive for 1 or more problems to be helpful in some way while for other problems it is not helpful.

Based on gender, that represents:

2.0% of people who are male

2.6% of people who are female

Percentage Based on Gender Who Find Legal Advice Helpful/Not Helpful



Helpfulness of Legal Advice		Respondent's Gender	
		Male	Female
Not Helpful	Population Estimate	117,153	194,287
	% based on gender	13.6%	19.9%
Helpful	Population Estimate	728,687	756,209
	% based on gender	84.4%	77.5%
Mixed	Population Estimate	17,516	25,565
	% based on gender	2.0%	2.6%

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 gender, this represents:

37.0% of people who are male

37.9% of people who are female

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

Based on gender, this represents:

56.1% of people who are male

59.7% of people who are female

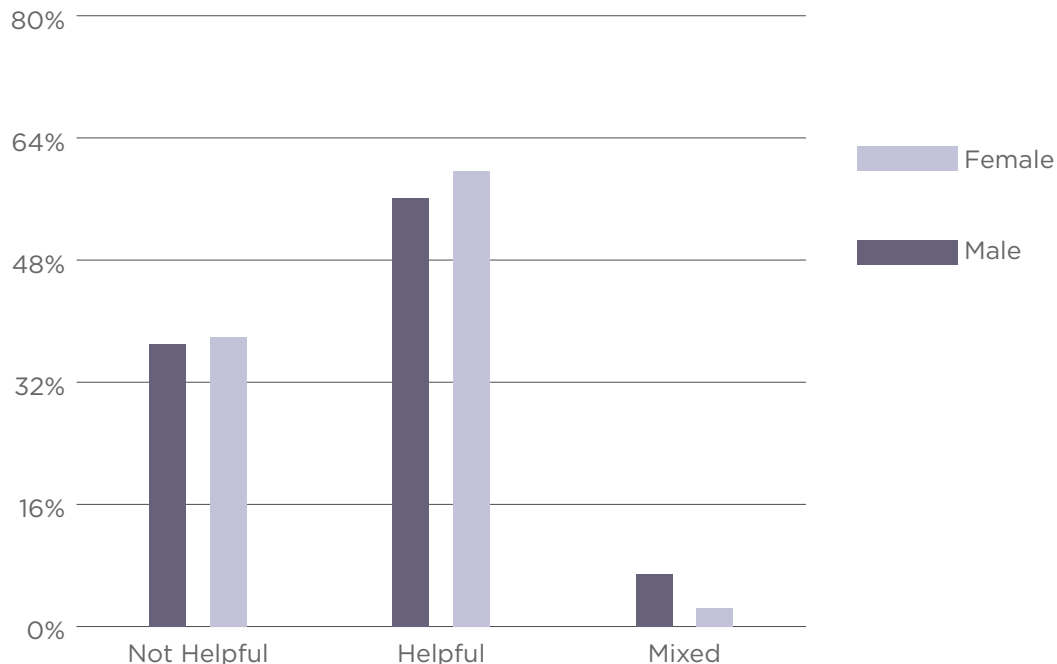
4.4% of people in Canada report that the information that they find on the Internet for 1 or more legal problems is helpful in some way while the information they find for other problems is not helpful.

Based on gender, this represents:

6.9% of people who are male

2.4% of people who are female

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



Information Gleaned from Internet		Respondent's Gender	
		Male	Female
Not helpful	Population Estimate	560,782	741,420
	% based on gender	37.0%	37.9%
Helpful	Population Estimate	849,057	1,167,826
	% based on gender	56.1%	59.7%
Mixed	Population Estimate	103,882	47,170
	% based on gender	6.9%	2.4%

SATISFACTION WITH OPTIONS TALKING WITH OTHER PARTY

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

Based on gender, that represents:

48.7% of people who are male

49.5% of people who are female

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

Based on gender, that represents:

42.8% of people who are male

40.3% of people who are female

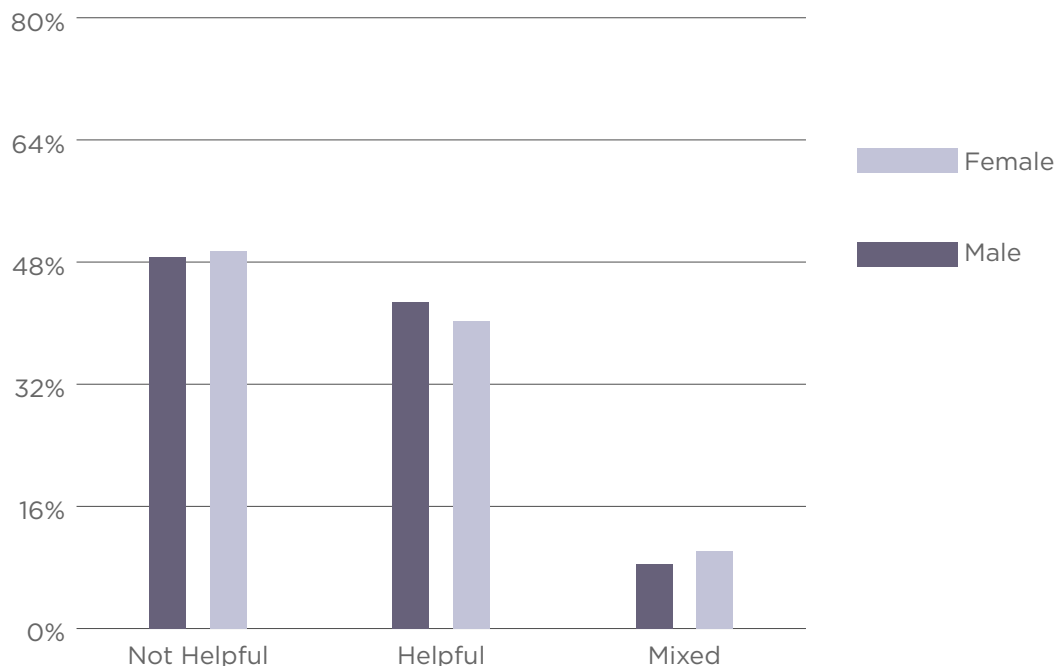
9.3% of people in Canada report that for 1 or more legal problems, talking with the other party is helpful in some way while for other problems it is not helpful.

Based on gender, that represents:

8.5% of people who are male

10.1% of people who are female

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



Talking with Other Party		Respondent's Gender	
		Male	Female
Not helpful	Population Estimate	1,844,741	2,010,697
	% based on gender	48.7%	49.5%
Helpful	Population Estimate	1,622,375	1,638,074
	% based on gender	42.8%	40.3%
Mixed	Population Estimate	320,461	411,165
	% based on gender	8.5%	10.1%

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 gender, that represents:

26.8% of people who are male

24.5% of people who are female

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

Based on gender, that represents:

67.1% of people who are male

68.9% of people who are female

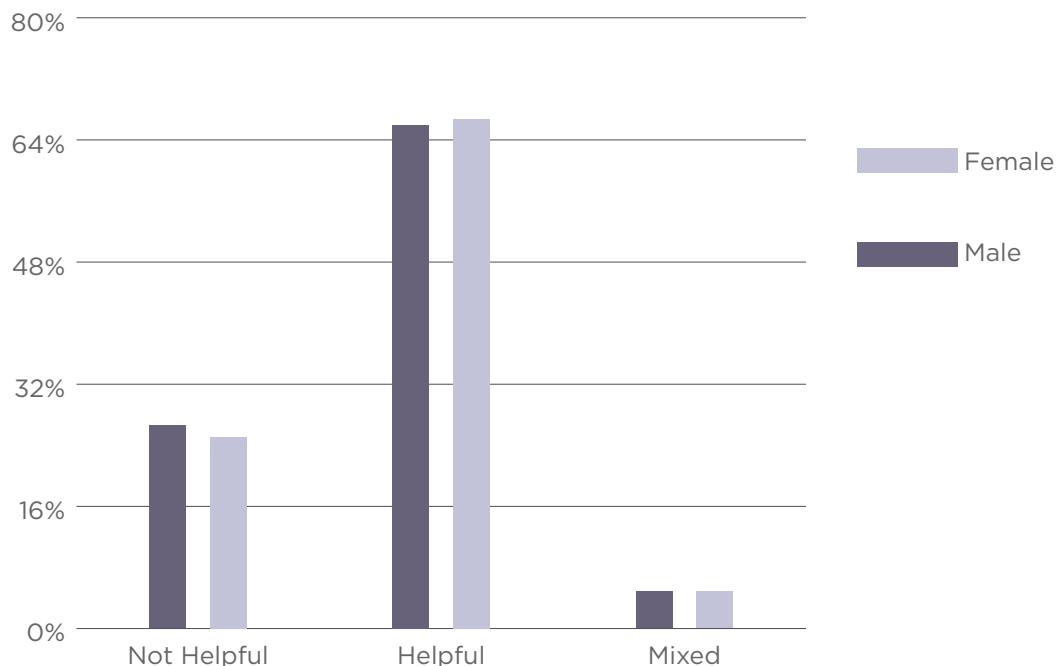
6.4% of people in Canada find advice from friends and family for 1 or more legal problems to be helpful in some way while for other problems it is not helpful.

Based on gender, that represents:

6.1% of people who are male

6.6% of people who are female

Percentage Based on Gender Who Find Talking with Friends and Relatives Helpful/Not Helpful



Talking with Friends and Relatives		Respondent's Gender	
		Male	Female
Not Helpful	Population Estimate	778,950	840,466
	% based on gender	26.8%	24.5%
Helpful	Population Estimate	1,951,939	2,364,222
	% based on gender	67.1%	68.9%
Mixed	Population Estimate	177,212	225,825
	% based on gender	6.1%	6.6%

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 in their paths to problem resolution. The following pages present the most frequent type of expenses⁶, broken down by gender.

6 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 legal problem.

Based on gender, this represents:

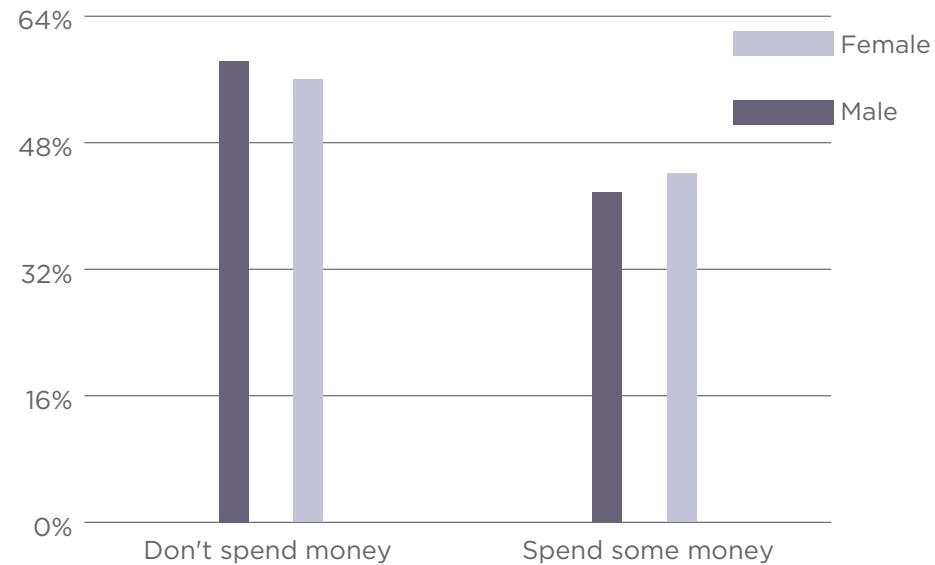
41.7%

of Males

44.1%

of Females

Percentage of People Based on Gender who Spend Money on Everyday Legal Problems



Spending on Everyday Legal Problems		Respondent's Gender	
		Male	Female
Don't spend money	Population Estimate	2,915,048	2,930,000
	% based on gender	58.3%	56.0%
Spend money	Population Estimate	2,081,783	2,304,830
	% based on gender	41.7%	44.1%

TYPE OF EXPENSE

LAWYER FEES

21.8% of people report spending money on lawyer fees.

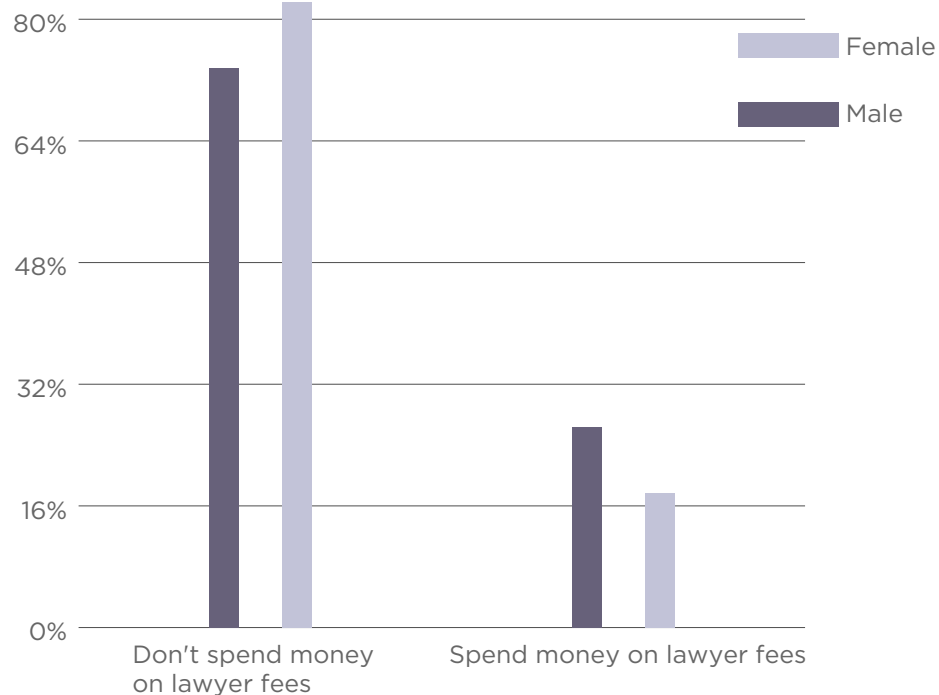
Based on gender, this represents:

26.4%
of Males

17.7%
of Females

Lawyer Fees		Respondent's Gender	
		Male	Female
Don't spend money	Population Estimate	1,521,432	1,875,321
	% based on gender	73.6%	82.3%
Spend money	Population Estimate	544,974	402,190
	% based on gender	26.4%	17.7%

Percentage of People Based on Gender who Spend on Lawyer Fees



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 gender, this represents:

14.9%

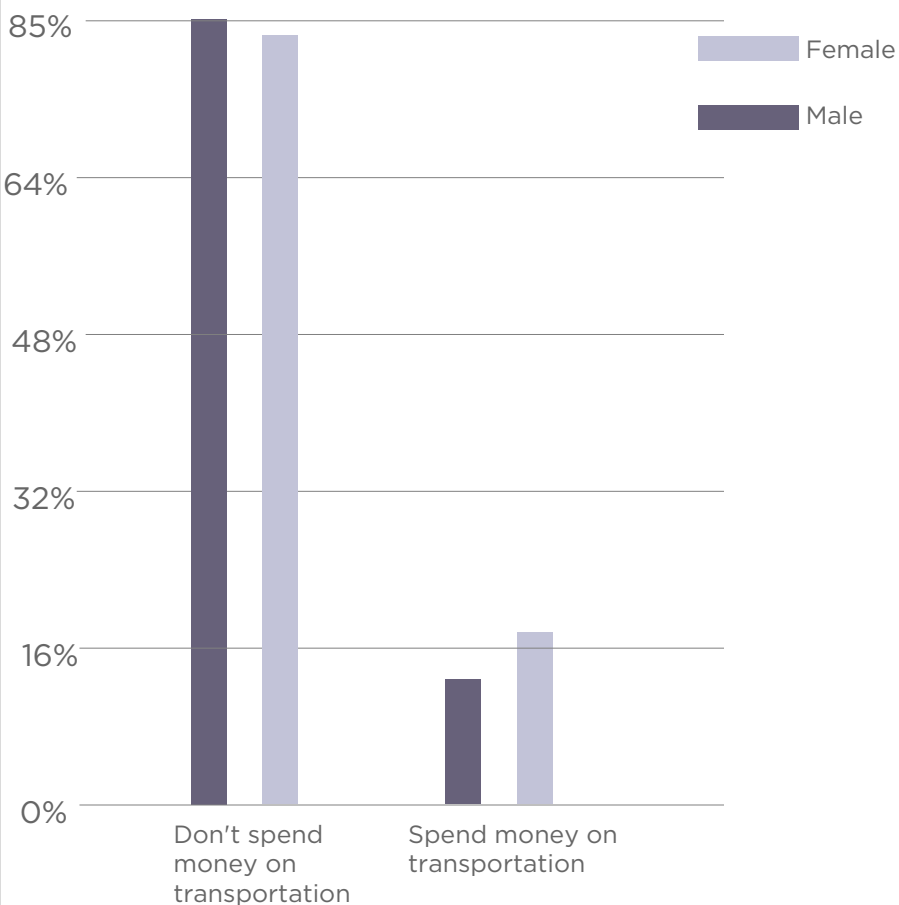
of Males

17.3%

of Females

		Respondent's Gender	
		Male	Female
Transportation Don't spend on transportation	Population Estimate	1,757,799	1,883,909
	% based on gender	85.1%	82.7%
Spend on transportation	Population Estimate	308,607	393,601
	% based on gender	14.9%	17.3%

Percentage of People Based on Gender Who Spend on Transportation



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 legal problem.

Based on gender, this represents:

9.4%

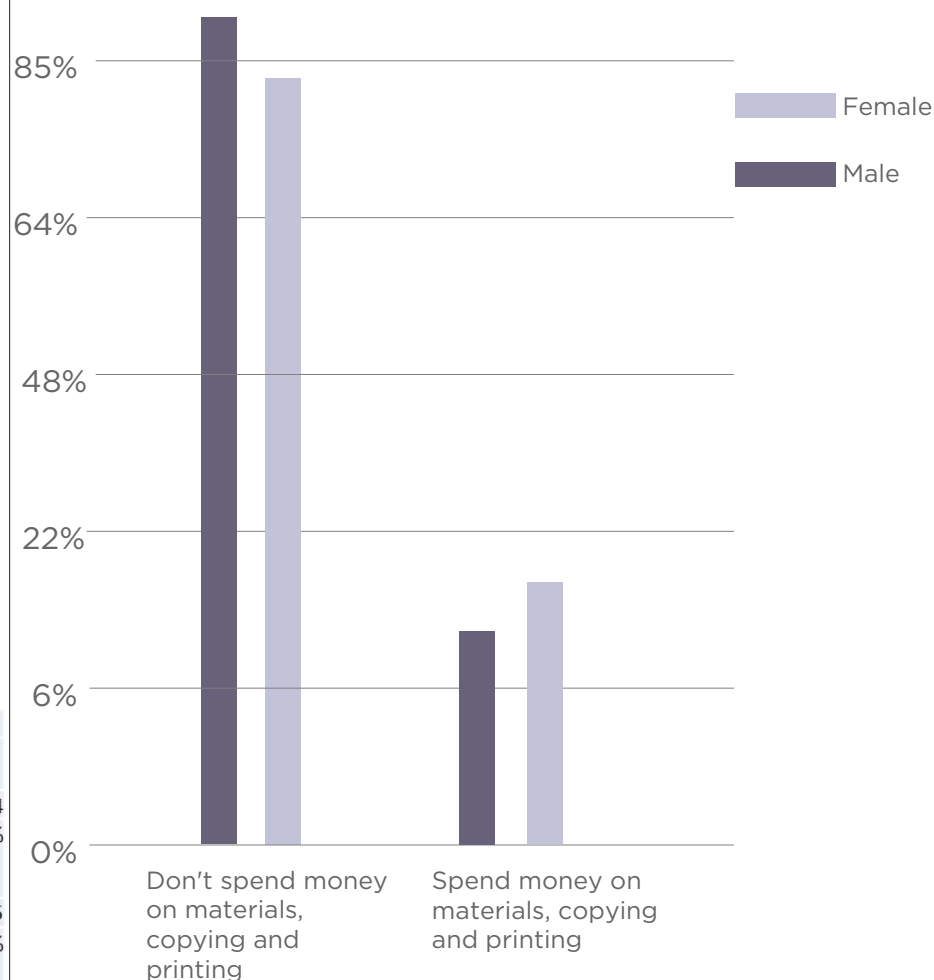
of Males

16.6%

of Females

		Respondent's Gender	
		Male	Female
Purchasing Materials, Printing and Copying			
Don't spend money	Population Estimate	1,872,640	1,899,424
	% within Respondent's Gender	90.6%	83.4%
Spend money	Population Estimate	193,765	378,086
	% within Respondent's Gender	9.4%	16.6%

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



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 gender, this represents:

12.6%

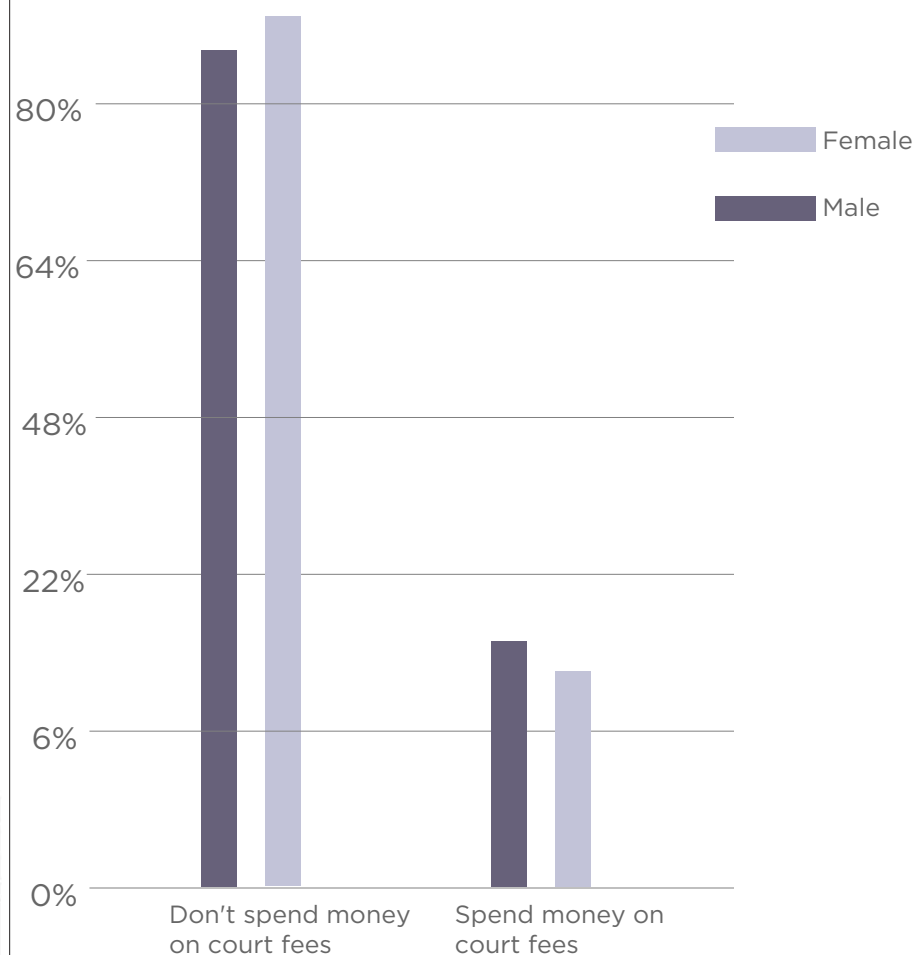
of Males

9.9%

of Females

Court Filing Fees and other Court Fees		Respondent's Gender	
		Male	Female
Don't spend money on court fees	Population Estimate	1,805,203	2,051,773
	% based on gender	87.4%	90.1%
Spend money on court fees	Population Estimate	261,202	225,737
	% based on gender	12.6%	9.9%

Percentage of People Based on Gender who Spend Money on Court Fees



TYPE OF EXPENSE

ADVISORS AND MEDIATORS

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

Based on gender, this represents:

9.8%

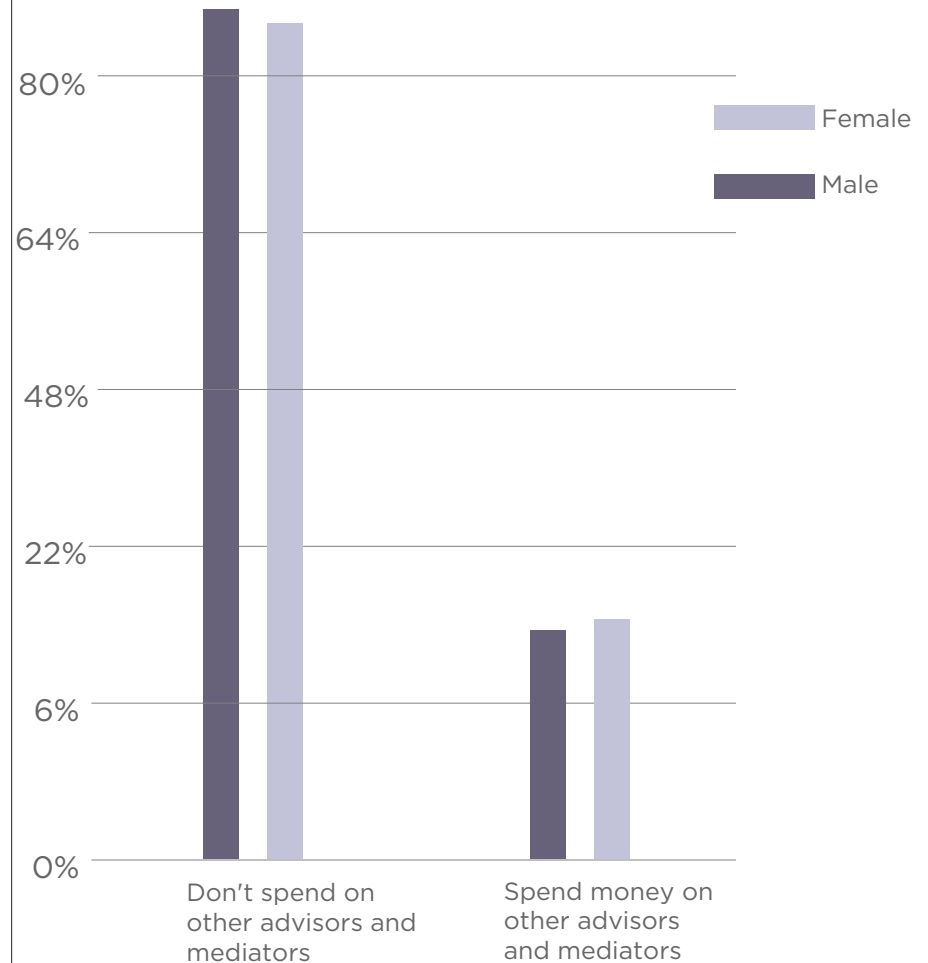
of Males

10.4%

of Females

Advisors and Mediators		Respondent's Gender	
		Male	Female
Don't spend money on advisors and mediators	Population Estimate	1,863,983	2,040,903
	% based on gender	90.2%	89.6%
Spend money on advisors and mediators	Population Estimate	202,422	236,608
	% based on gender	9.8%	10.4%

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



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 gender, this represents:

5.7%

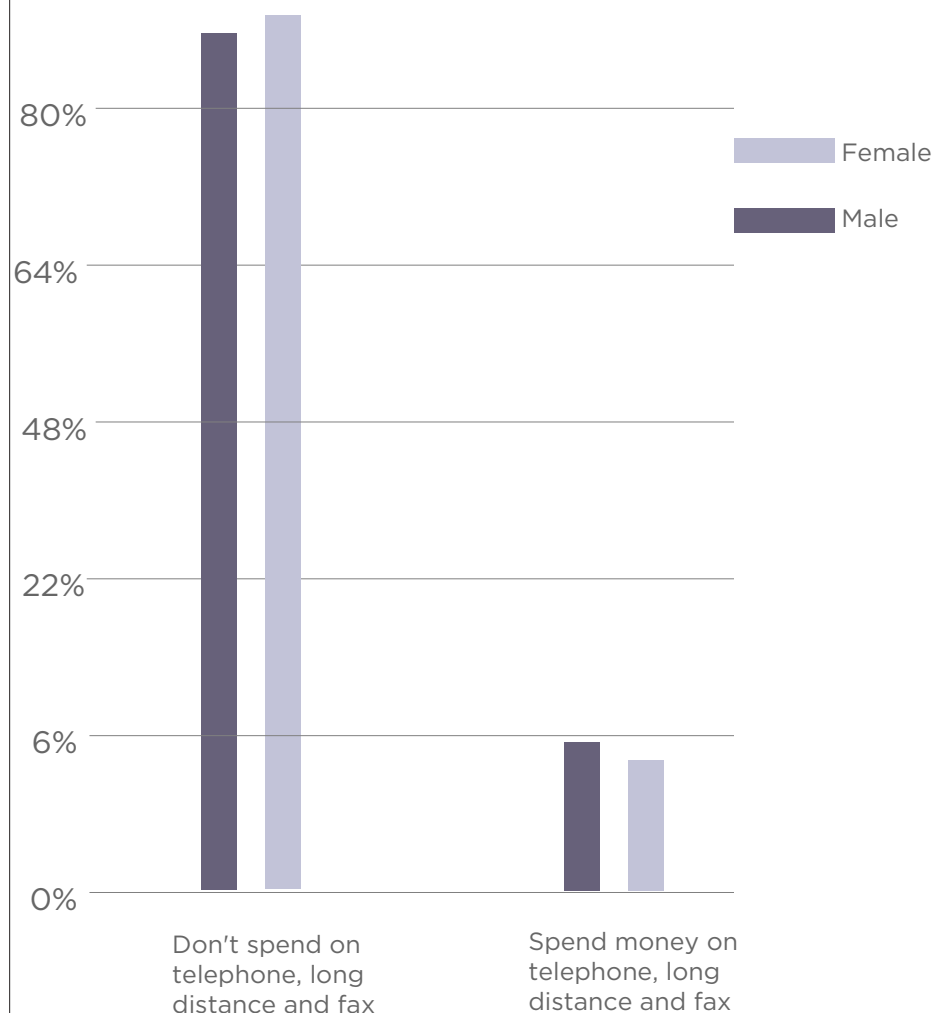
of Males

5.0%

of Females

Telephone, Long Distance and Fax		Respondent's Gender	
		Male	Female
Don't spend money on telephone, long distance and fax	Population Estimate	1,947,804	2,163,822
	% based on gender	94.3%	95.0%
Spend money on telephone, long distance and fax	Population Estimate	118,602	113,688
	% based on gender	5.7%	5.0%

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



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 gender, this represents:

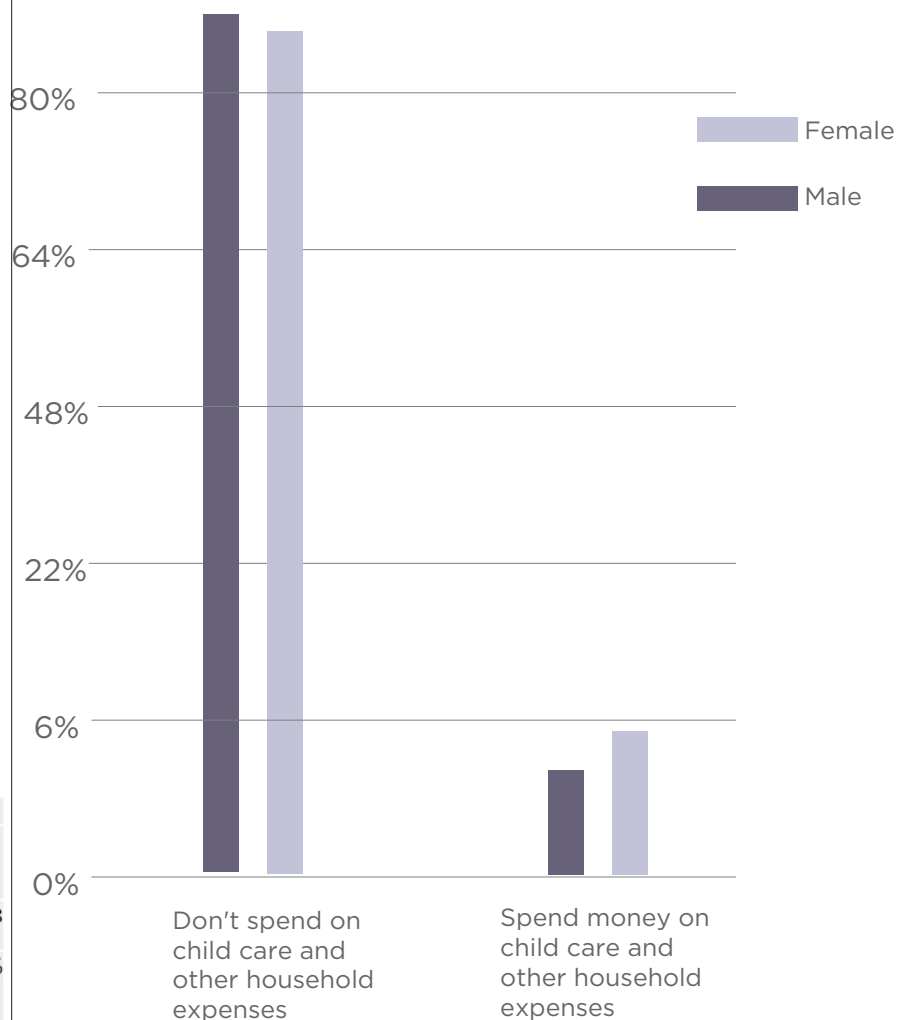
3.9%

of Males

5.5%

of Females

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



Child Care and Other Household Expenses		Respondent's Gender	
		Male	Female
Don't spend money on Child care and other household expenses	Population Estimate	1986460.285	2151418.458
	% based on gender	96.1%	94.5%
Spend money on Child care and other household expenses	Population Estimate	79945.448	126091.843
	% based on gender	3.9%	5.5%

CANADIAN FORUM ON CIVIL JUSTICE FORUM CANADIEN SUR LA JUSTICE CIVILE

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