

EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA: CONSUMER PROBLEMS

BASED ON FINDINGS FROM THE EVERYDAY LEGAL PROBLEMS AND THE COST OF JUSTICE IN CANADA SURVEY:

Within a three-year period, about 5.3 million people in Canada over the age of 18 experience one or more serious consumer problems that are difficult to resolve.

Of the consumer problems experienced by people in Canada:

About 1.6 million

involve **money spent on a home, car, major appliance or other large purchase** where the buyer did not get what they paid for and the seller did not fix the problem.

About 1.9 Million

involve **money paid for repairs, renovations or other work done to a home, car or an appliance** where the buyer did not get what they paid for and the repair person or contractor did not fix the problem.

Almost 1.2 million

involve **money paid for a service** such as a moving company, health club membership, major holiday, preparation of taxes and related services where the service was poor and the seller would not fix the problem.

About 530,000

involve **safety** of something that was purchased that the seller would not repair, replace, or take back.

About 640,000

relate to an **insurance claim that is unfairly rejected**.

About 1.6 million

are problems with a **bill or invoice that is incorrect**.

AMOUNTS OF MONEY INVOLVED



For more information, please visit,
Canadian Forum on Civil Justice, "Cost of Justice," online: <www.cfcj-fcjc.org/cost-of-justice>

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

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), Nicole Aylwin, Les Jacobs, Lisa Moore, 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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