

# How consumers are using legal services

Tracker Survey results 2018



## Consumers are satisfied



88% are satisfied with the outcome



84% are satisfied with the legal service

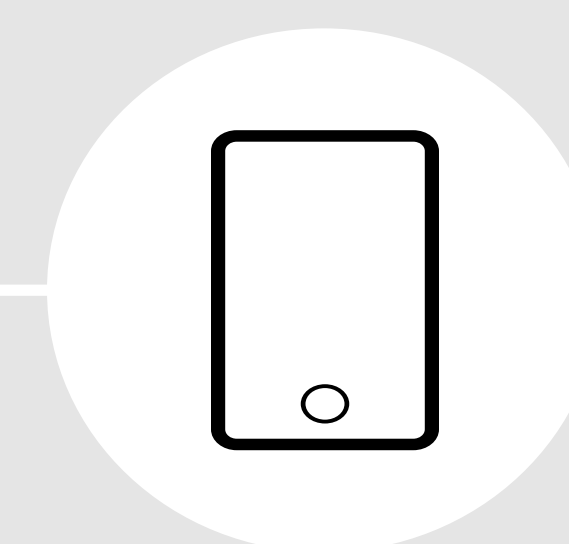
## Consumers have the service delivered the following way



In person  
46%

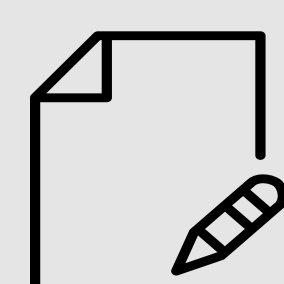


Online  
30%



Via telephone  
14%

## Consumers struggle with complaining



20% of consumers **do not know** how to make a complaint

27% of consumers are **not certain** of how to make a complaint

## Consumer views

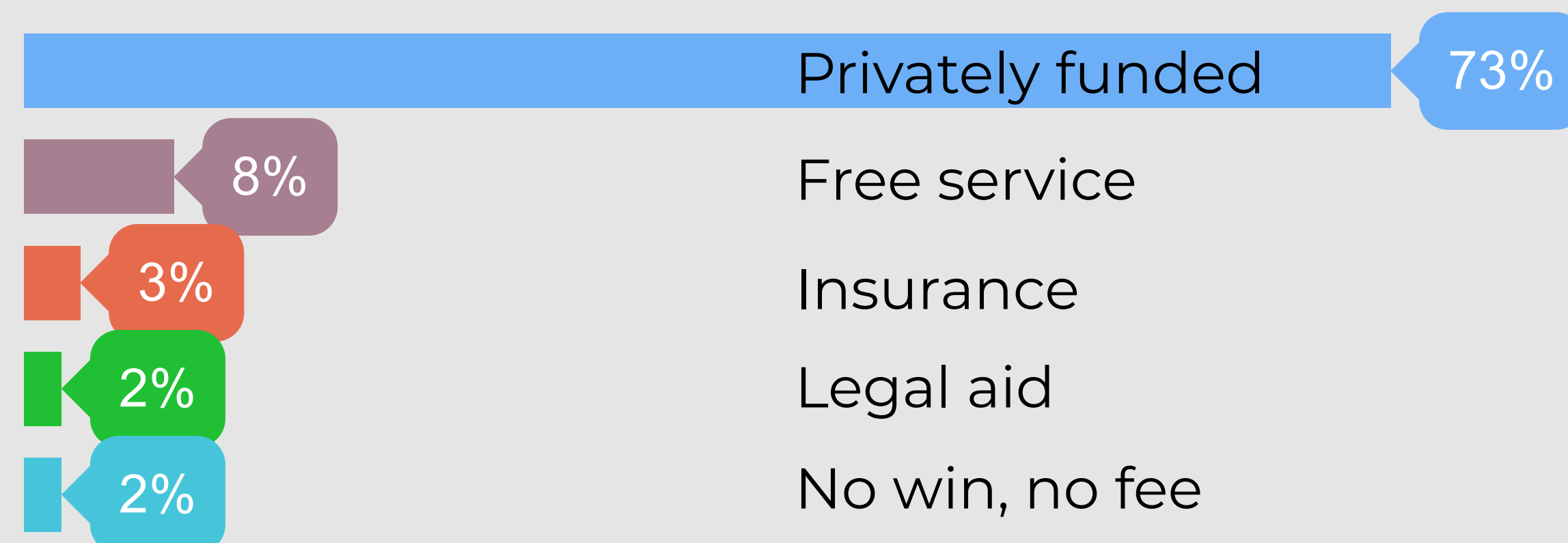


64% say that the overall service and advice is good value for money



61% say legal advice is not affordable for the general public

## The funding of services



## The type of lawyers used



The research was carried out by YouGov in March - April 2018. For consumers it was used a sample of people who used legal services in the last two years (3,535 adults) and for general public it was used a nationally representative sample for England and Wales (1,828 adults).

For the full details of our research please visit our website [www.legalservicesconsumerpanel.org.uk](http://www.legalservicesconsumerpanel.org.uk)