

How consumers are using legal services

Tracker Survey results 2020

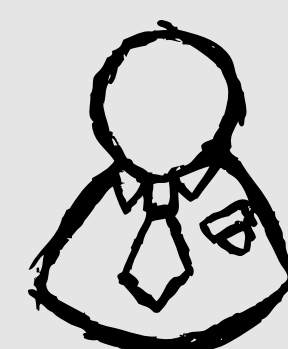


Consumers are satisfied



87%

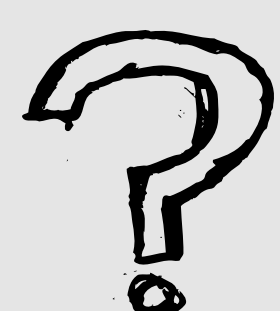
are satisfied with the outcome



84%

are satisfied with the legal service

Consumers struggle with complaining



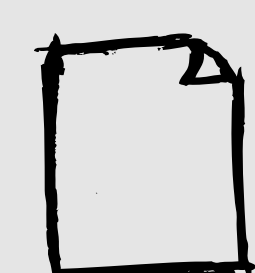
46%

of overall consumers do not know or are not certain of how to make a complaint



69%

of consumers using immigration services do not know or are not certain of how to make a complaint



36%

of consumers dissatisfied with the service **do nothing**

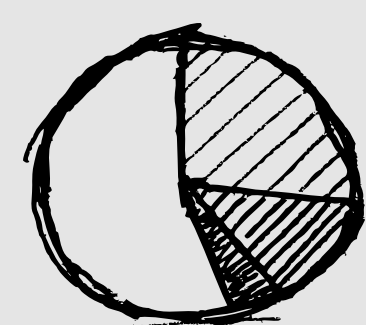
However



21%

of consumers made a formal complaint compared to with **14%** in 2019

Legal services delivery



16%

of consumers have unbundled* their services compared to **22%** of BAME consumers and to **19%** in 2014.

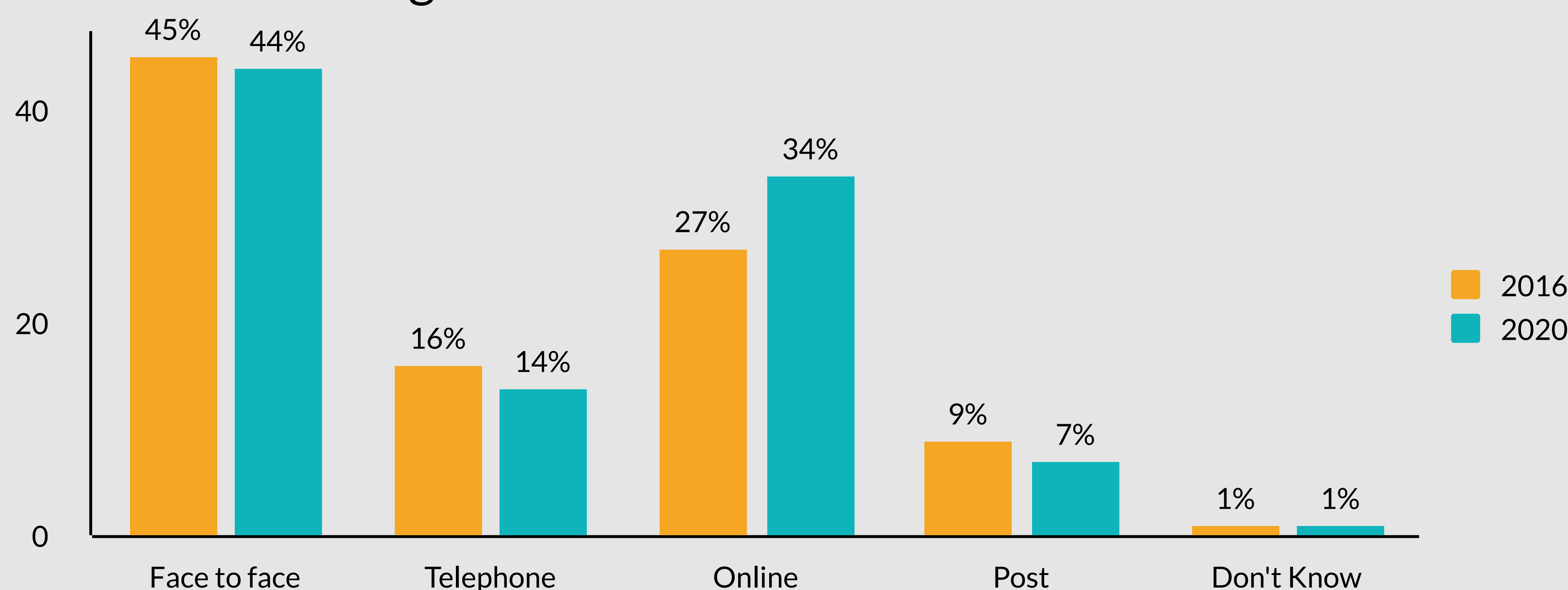
*Unbundling is when a package of legal services is separated into tasks between the consumer and the provider, and the two parties agree which parts of the package the provider will deliver and which tasks the consumer will undertake.



43%

of BAME consumers use online services compared with **34%** of overall consumers

How legal services are delivered - 2016 vs 2020



The research was carried out by YouGov between February and March 2020. It was used a sample of 3,583 adults who used legal services in the last two years in England and Wales.

For the full details of our research please visit our website www.legalservicesconsumerpanel.org.uk