

**РЕЗУЛЬТАТИ ВИВЧЕННЯ РІВНЯ
ЗАДОВОЛЕНІСТІ КЛІЄНТІВ
СИСТЕМИ БЕЗОПЛАТНОЇ
ПРАВОВОЇ ДОПОМОГИ В УКРАЇНІ**

**LEGAL AID UKRAINE: CLIENT
SATISFACTION SURVEY RESULTS**

2019



LEGAL AID UKRAINE: CLIENT SATISFACTION SURVEY RESULTS 2019

Client satisfaction surveys are an important tool to assess legal aid services from the perspective of legal service recipients. Through this survey, clients' opinions regarding existing legal aid provision procedures and standards are sought.

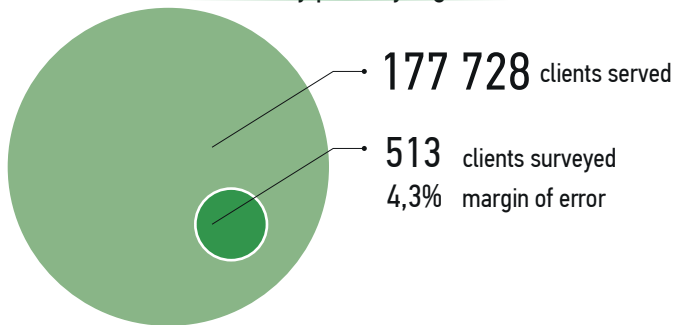
In 2019, experts of the Quality and Accessible Legal Aid in Ukraine Project developed methodology and tools to conduct the first client satisfaction survey in the history of the Ukraine legal aid system. The Coordination Centre for Legal Aid Provision was actively engaged in developing the methodology for the survey.

The survey itself was conducted by the Kyiv International Institute of Sociology (KIIS) via telephone interviews in August 2019. A total of 1,600 legal aid system clients were surveyed, including 1,200 local legal aid centers and legal aid bureaus clients, as well as 400 clients of the legal aid system toll-free call center. Surveyed clients had received primary legal aid, secondary legal aid through a local legal aid center/bureau or a legal consultation through the call center during the August 2018 to July 2019 period.

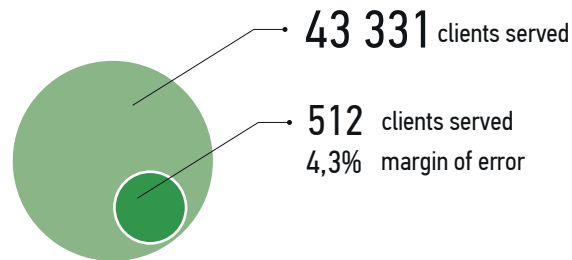
This client satisfaction survey was conducted with the financial support of the Quality and Accessible Legal Aid in Ukraine Project, funded by the Government of Canada and implemented by the Canadian Bureau for International Education, in cooperation with the Coordination Centre for Legal Aid Provision.

WHO WERE THE SURVEY PARTICIPANTS?

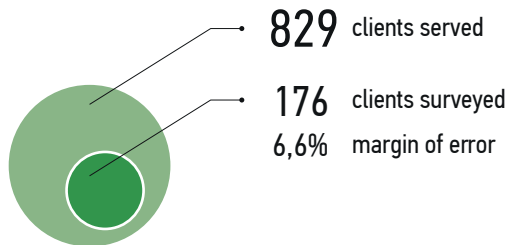
Clients of LC/Bureaus, who received exclusively primary legal aid



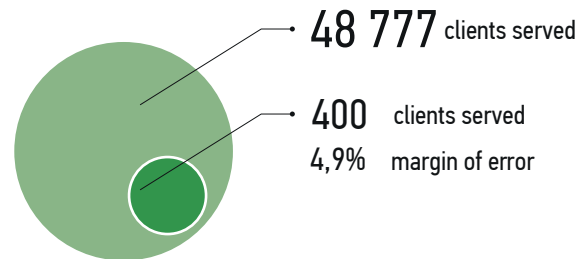
Clients of LC/Bureaus, who received both, primary and secondary legal aid



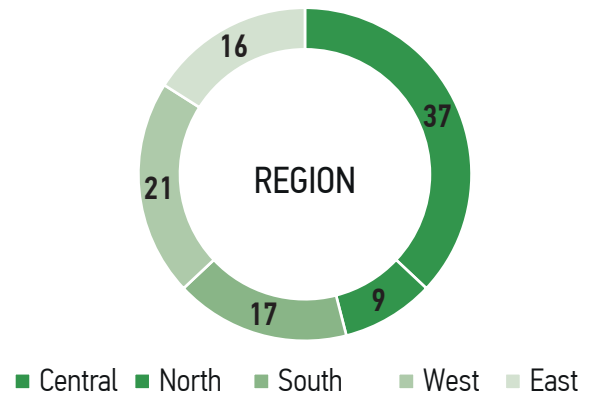
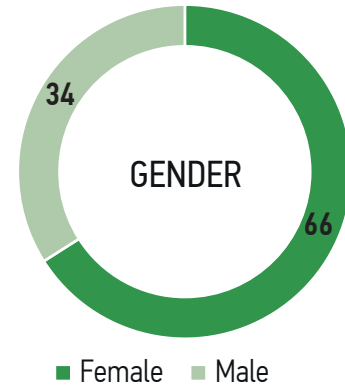
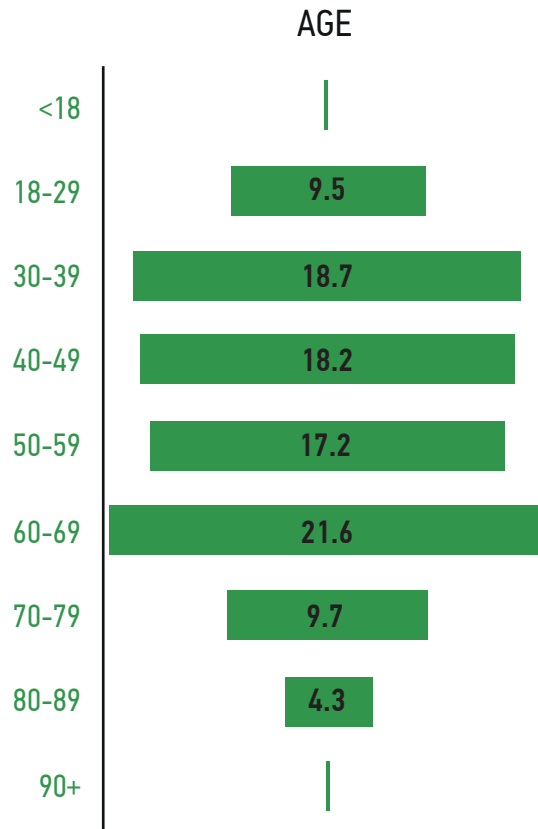
Clients of LC/Bureaus, who received primary, applied for secondary legal aid, but did not qualify for secondary legal aid



Clients of legal aid system Call Center



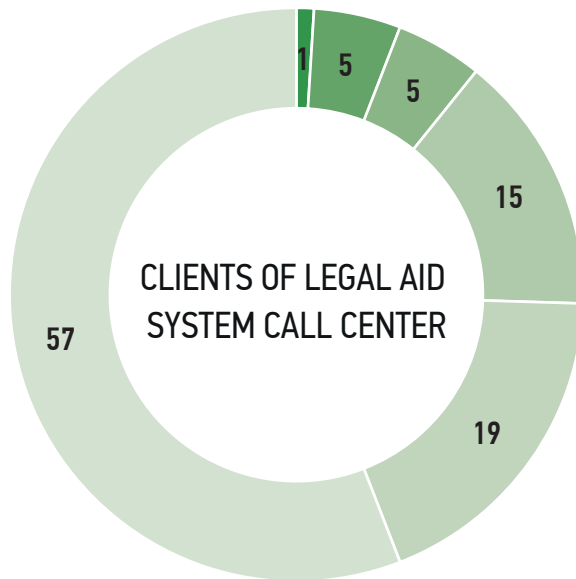
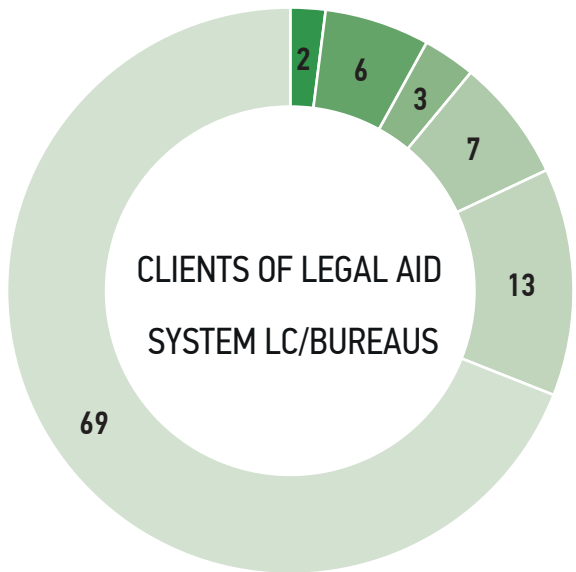
SURVEY PARTICIPANTS (Demographic % breakdown)



OVERALL CLIENT SATISFACTION

WITH LC/BUREAUS/CALL CENTER SERVICES (% breakdown)

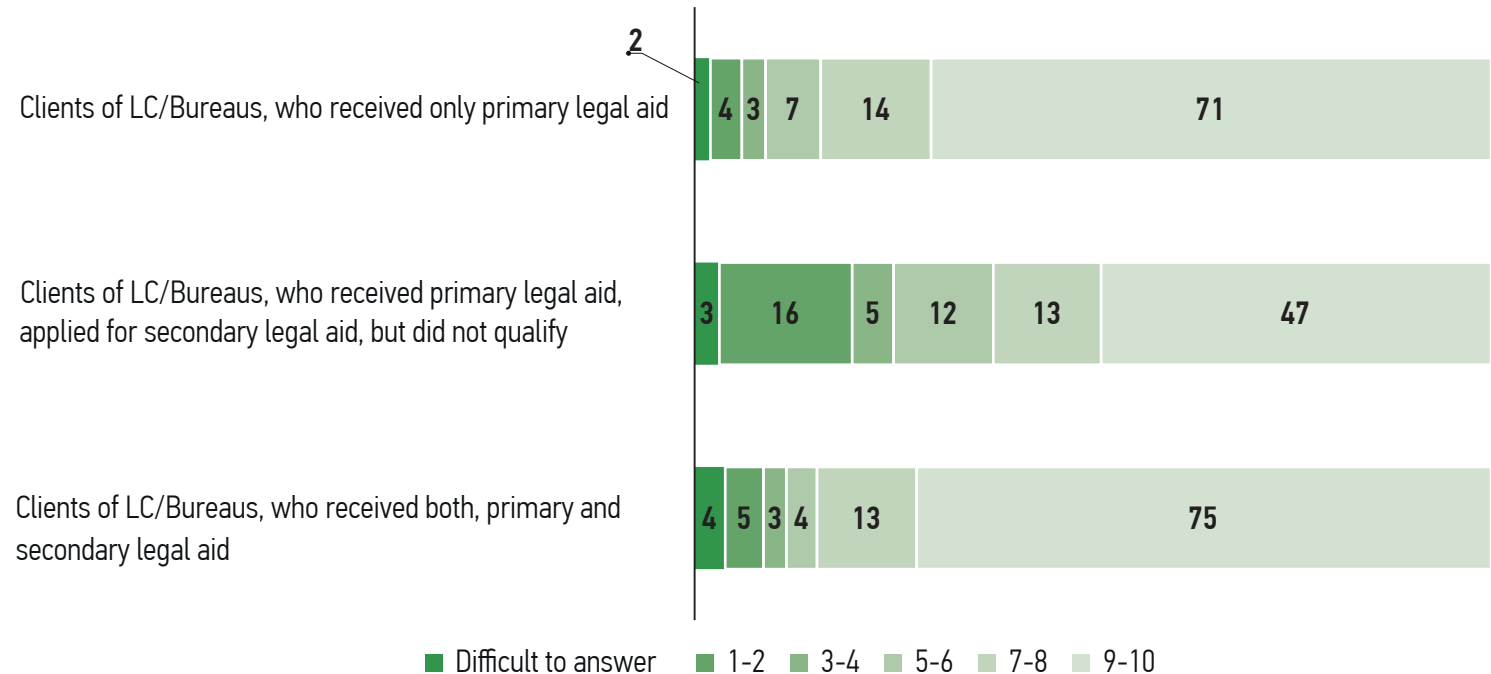
(Respondents were asked to rate their overall satisfaction on a scale from 1 to 10, where 1 means very dissatisfied and 10 means very satisfied)



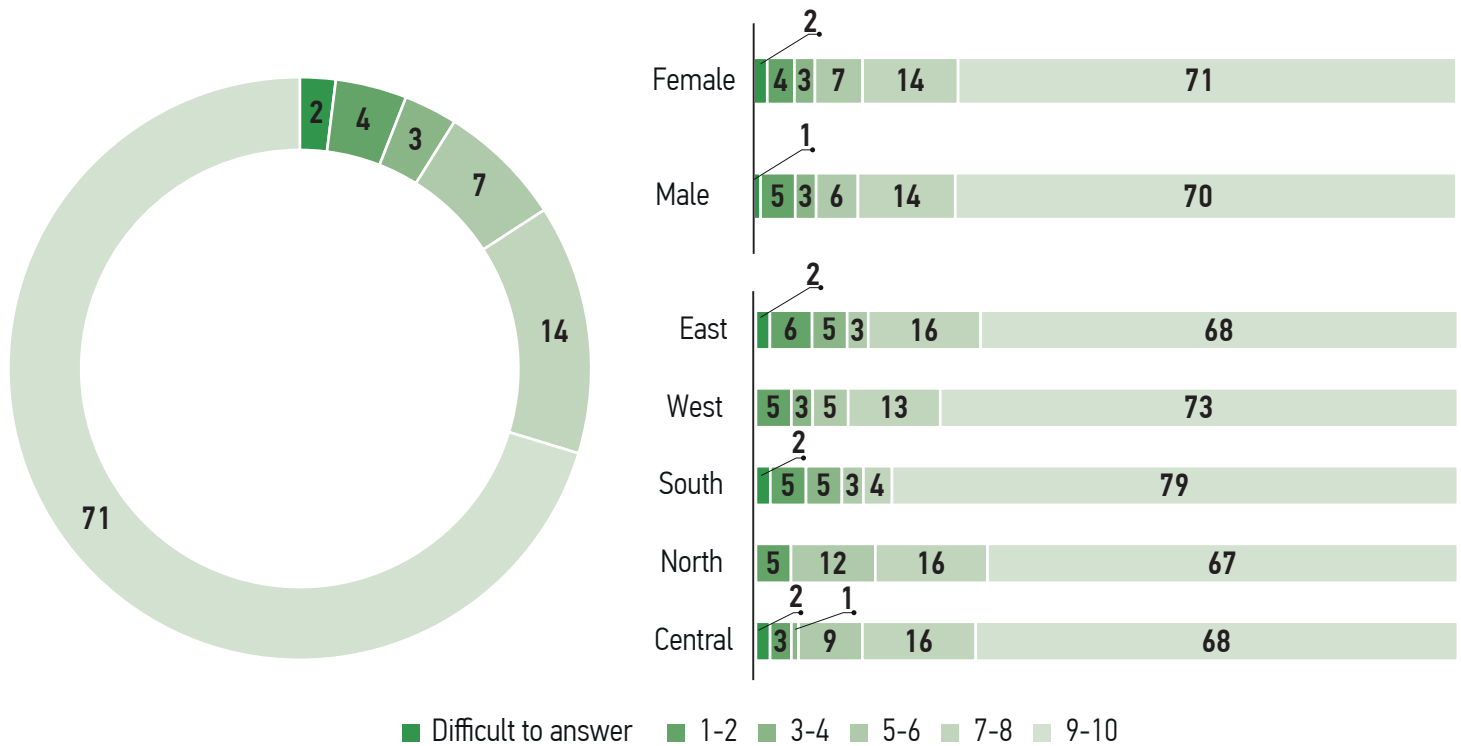
■ Difficult to answer ■ 1-2 ■ 3-4 ■ 5-6 ■ 7-8 ■ 9-10

■ Difficult to answer ■ 1-2 ■ 3-4 ■ 5-6 ■ 7-8 ■ 9-10

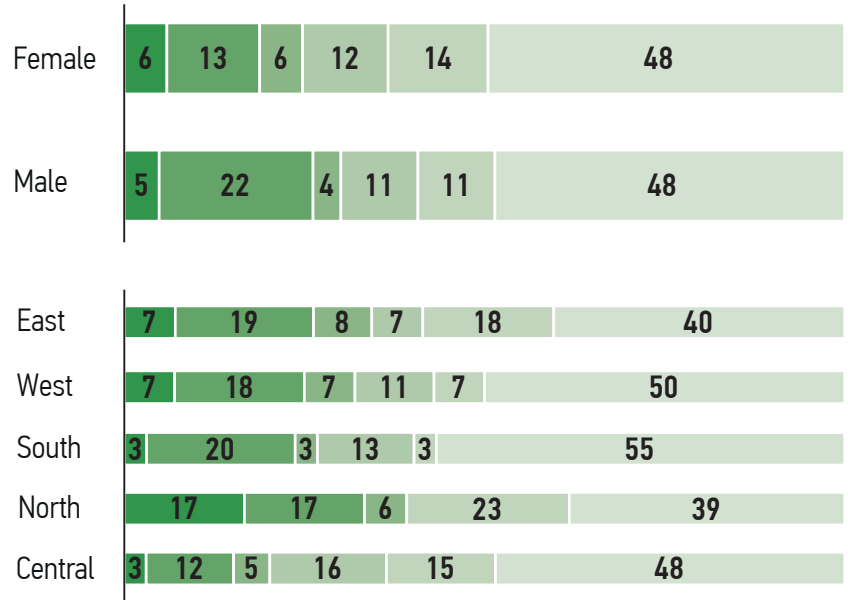
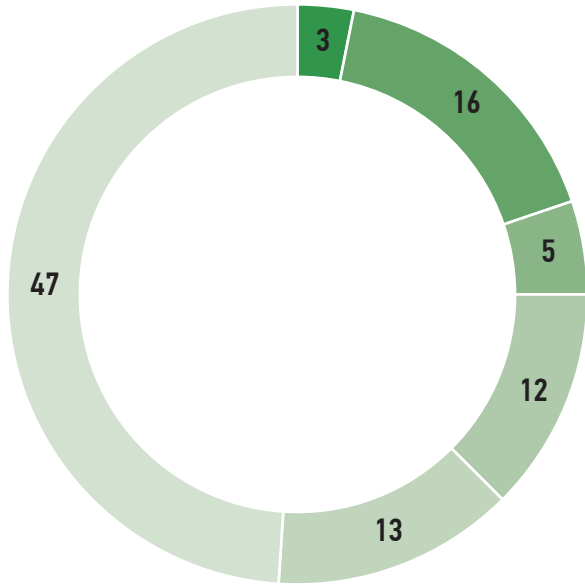
OVERALL CLIENT SATISFACTION WITH LC/BUREAUS SERVICES (% BREAKDOWN)



LC/BUREAUS CLIENT SATISFACTION WITH PRIMARY LEGAL AID SERVICES (% BREAKDOWN)

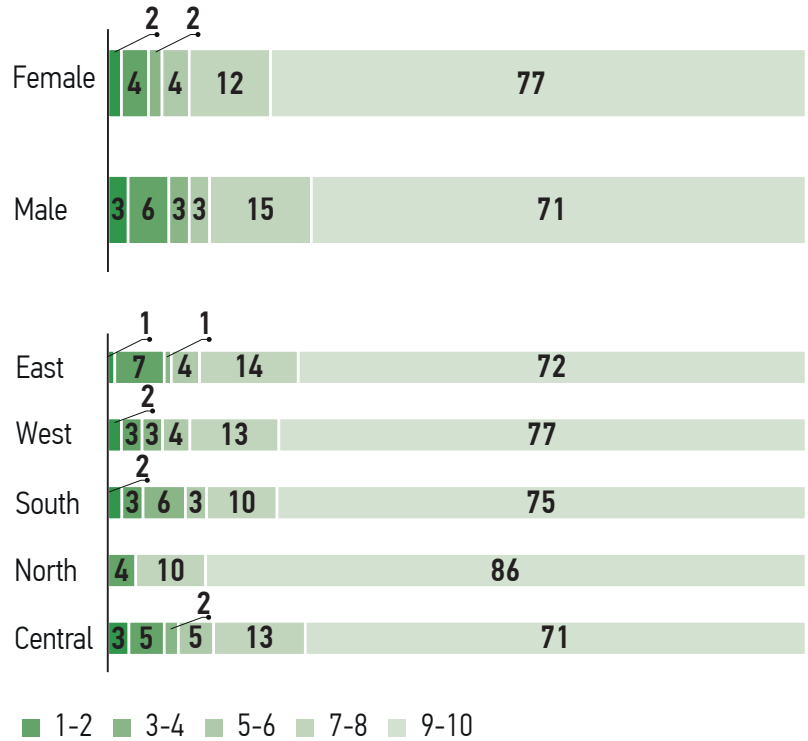
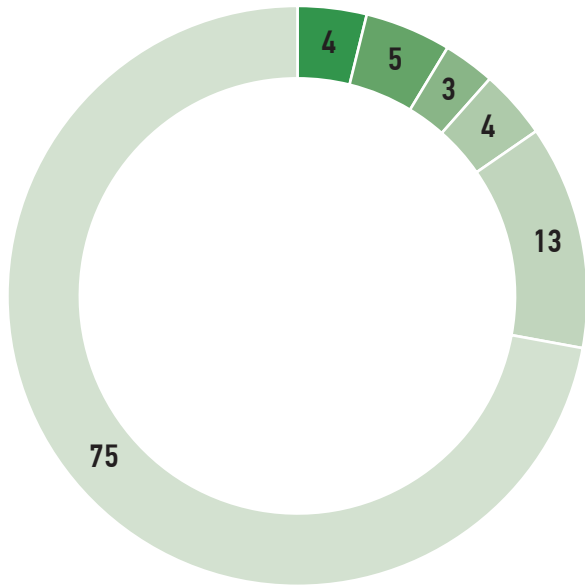


LC/BUREAUS CLIENT SATISFACTION WITH PRIMARY LEGAL AID SERVICES IN INSTANCES WHERE CLIENTS APPLIED FOR SECONDARY LEGAL AID, HOWEVER DID NOT QUALIFY (% BREAKDOWN)

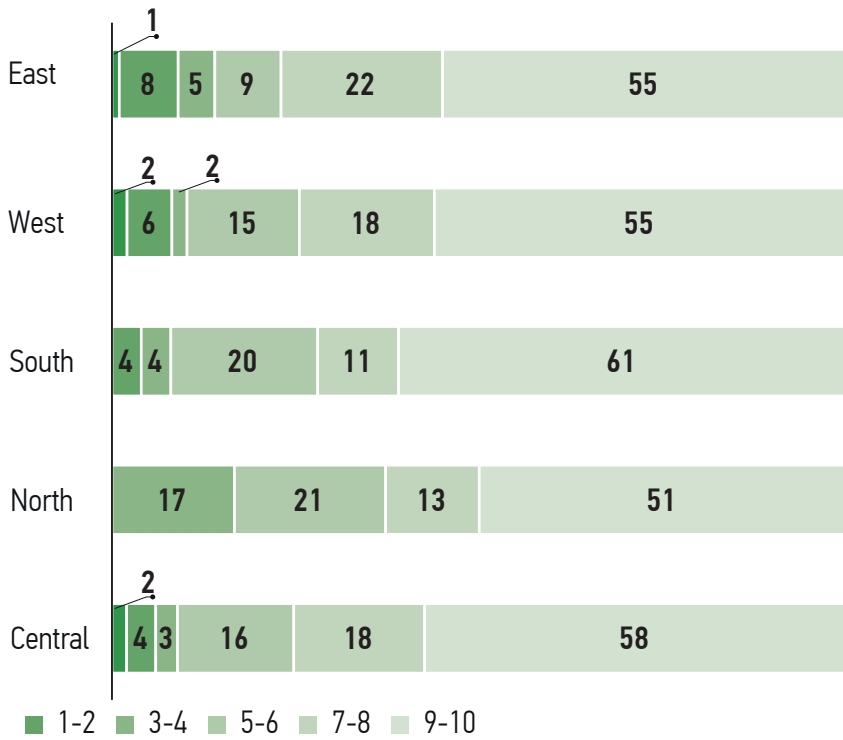
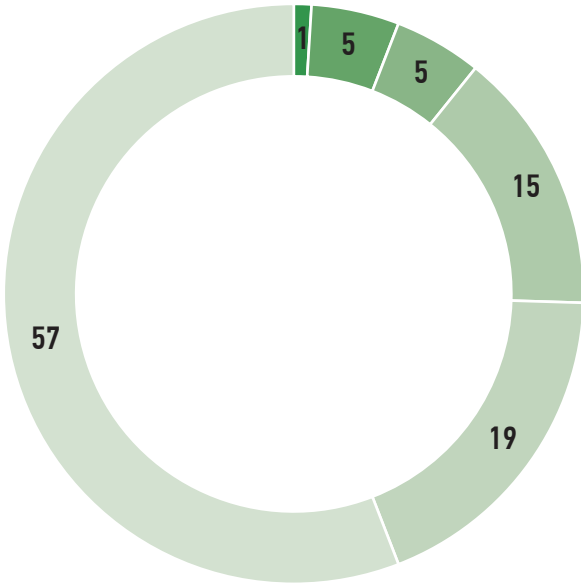


■ Difficult to answer
 ■ 1-2
 ■ 3-4
 ■ 5-6
 ■ 7-8
 ■ 9-10

LC/BUREAUS CLIENT SATISFACTION WITH SECONDARY LEGAL AID SERVICES (% BREAKDOWN)

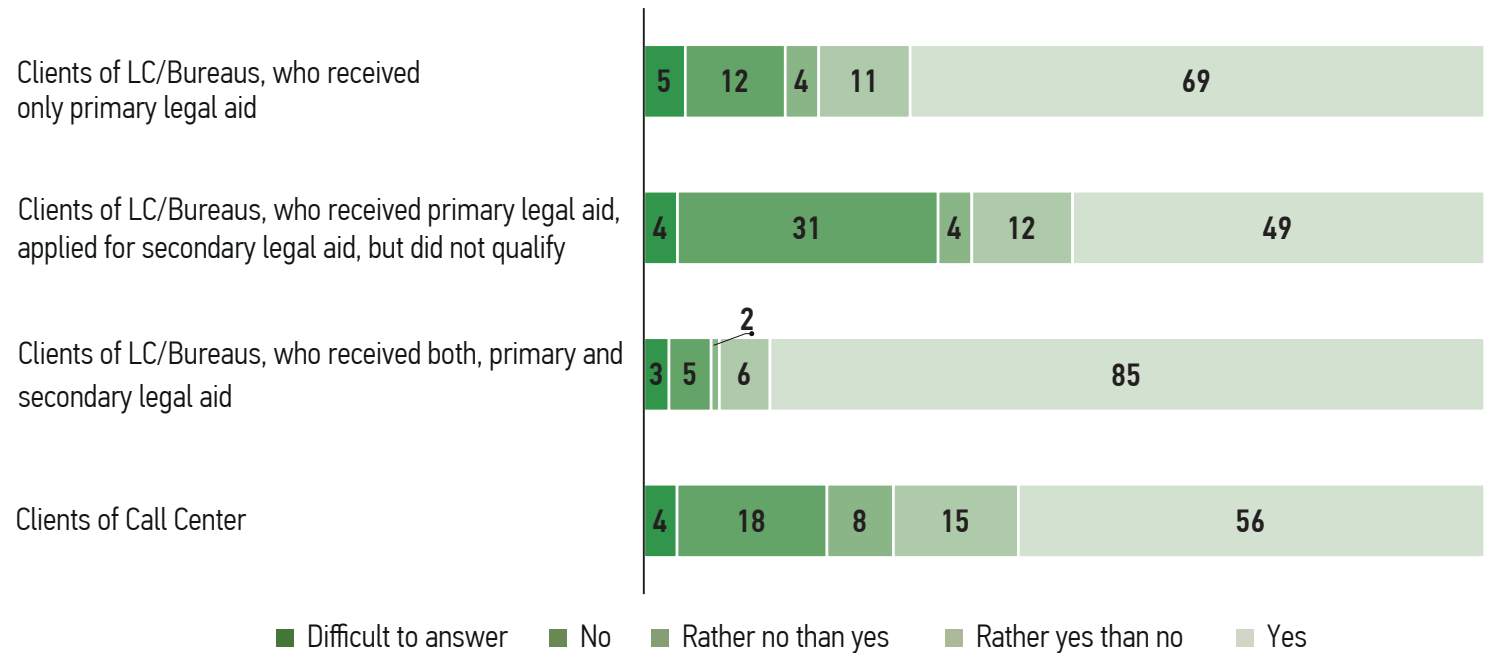


CLIENT SATISFACTION WITH CALL CENTER SERVICES (% BREAKDOWN)

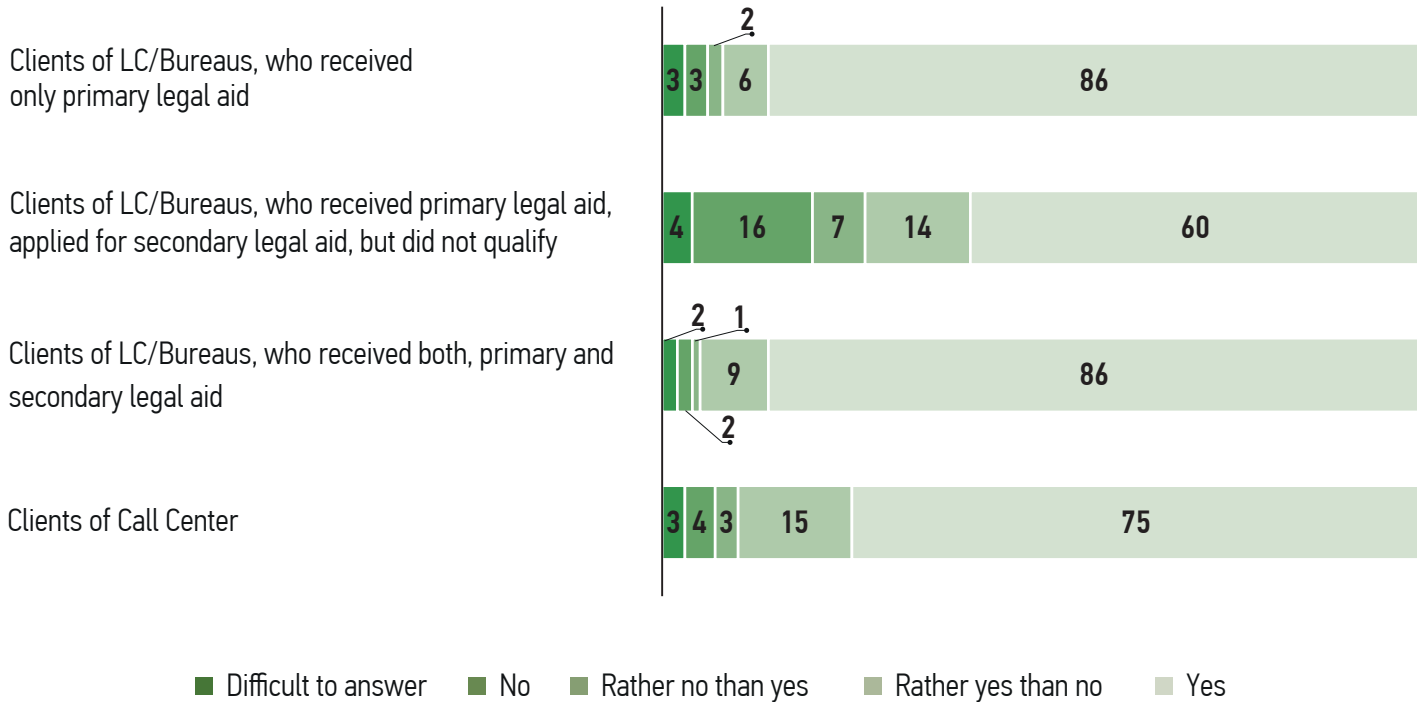


The client satisfaction survey was conducted via telephone interviews in August 2019 by Kyiv International Institute of Sociology with the financial support of the Quality and Accessible Legal Aid in Ukraine Project, implemented by the Canadian Bureau for International Education and funded by the Government of Canada

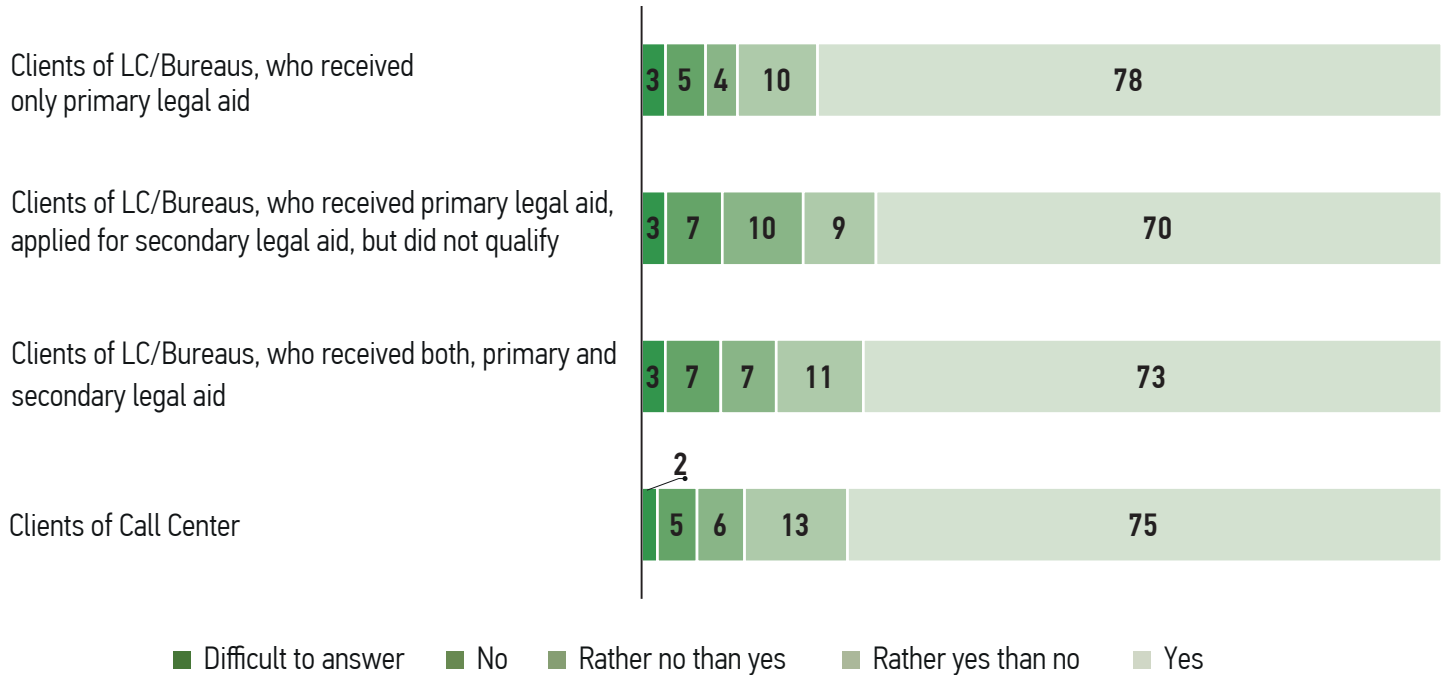
HAVE LC/BUREAUS/CALL CENTER HELPED CLIENTS TO RESOLVE THEIR LEGAL ISSUE(S) (% BREAKDOWN)



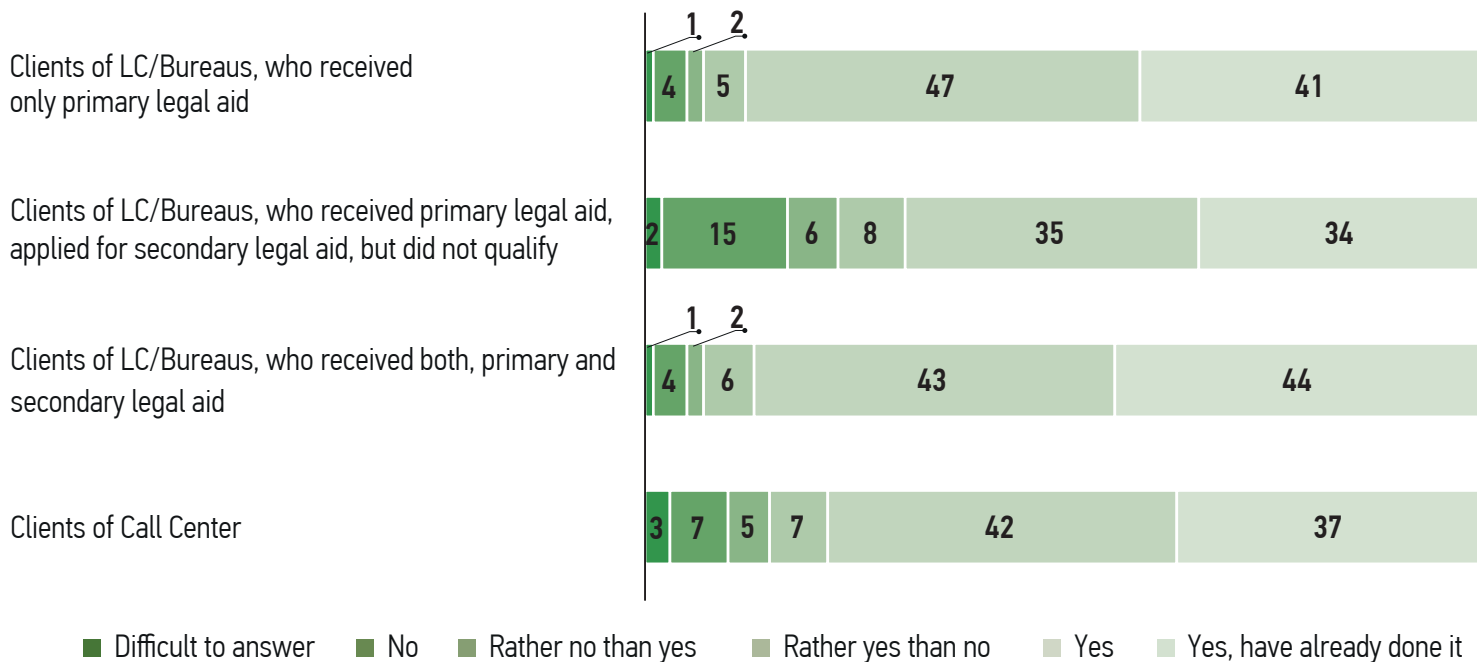
LC/BUREAUS/CALL CENTER CLIENTS OVERALL SATISFACTION WITH SERVICE ACCESSIBILITY (% BREAKDOWN)



LC/BUREAUS/CALL CENTER CLIENTS EASE IN FINDING INFORMATION ABOUT SERVICES? (% BREAKDOWN)



WILL CLIENTS REFFER OTHERS TO LC/BUREAUS/CALL CENTER FOR LEGAL ASSISTANCE? (% BREAKDOWN)

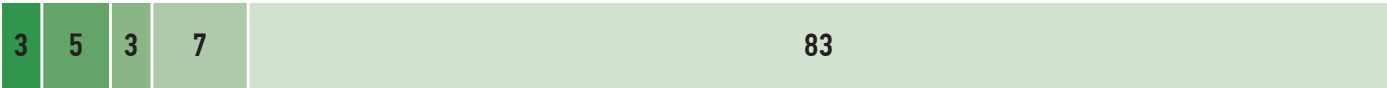


WAS IT DIFFICULT FOR LC/BUREAUS CLIENTS TO COLLECT THE DOCUMENTATION NECESSARY TO OBTAIN SECONDARY LEGAL AID? (% BREAKDOWN)

Was it difficult for clients to collect and submit the documentation required to appoint a representative/lawyer?

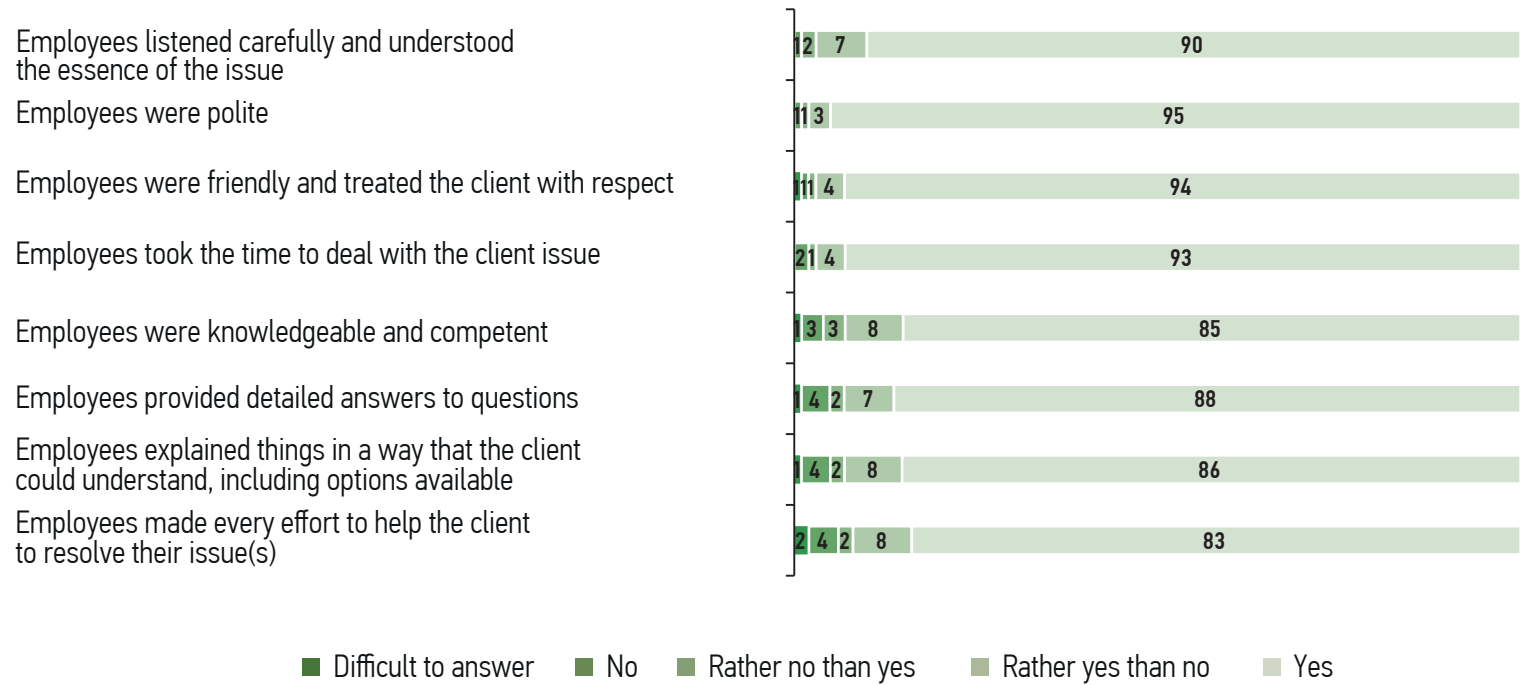


Were clients satisfied with the time it took to appoint a lawyer/representative after their submission of documentation to LC/Bureaus?

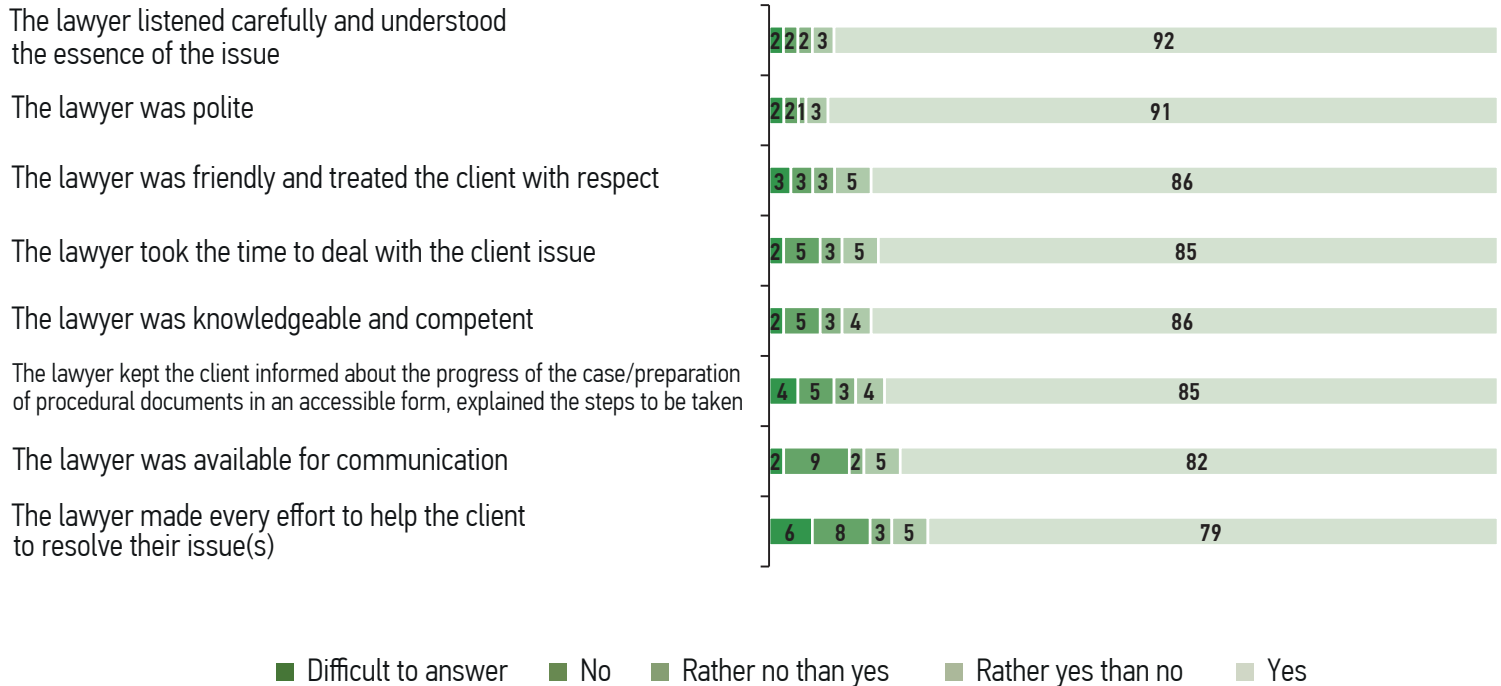


Difficult to answer
 No
 Rather no than yes
 Rather yes than no
 Yes

HOW DID CLIENTS DESCRIBE THE INITIAL WORK OF LC/BUREAUS EMPLOYEES WITH WHOM THEY COMMUNICATED [PRIOR TO BEING ASSIGNED A LEGAL AID LAWYER] (% BREAKDOWN)



HOW DID CLIENTS DESCRIBE THE WORK OF THEIR LEGAL AID LAWYER? (% BREAKDOWN)



HOW DID CLIENTS DESCRIBE THE WORK OF CALL CENTER EMPLOYEES WITH WHOM THEY COMMUNICATED? (% BREAKDOWN)

