## Portugal

### Incidence of Legal Problems
- **81%** Experienced a legal problem in the last two years

### Action or Inaction
- **14%** Turned to an authority or third party to help resolve the problem
- **86%** Did NOT turn to an authority or third party to help resolve the problem

#### Incidence by type of problem:
- Consumer: 14%
- Debt: 24%
- Employment: 14%
- Education: 14%
- Family: 16%
- Housing: 45%
- Land: 14%
- Law enforcement: 2%
- Money: 14%
- Public services: 11%

### Done
- **68%** Have fully resolved or are done with the problem

#### Manner in which the problem was resolved:
- Problem sorted itself out: 45%
- Decision by third party or authority: 25%
- Gave up or moved away: 11%
- Other: 6%

### Ongoing
- **32%** Have not resolved the problem

### Duration
- **23.93 Months** Average time to solve the problem

### Financial Difficulty
- **19%** Reported that it was difficult or impossible to pay costs incurred to resolve problem

### Type of hardship:
- Stress related illness: 24%
- Relocation: 24%
- Relationship breakdown: 14%
- Problems with alcohol or drugs: 2%

### Legal Difficulty
- **19%** Reported that it was difficult or impossible to pay costs incurred to resolve problem

### Satisfaction
- **68%** Are satisfied with the outcome
- **19%** Are satisfied with the process so far

#### Satisfaction by type of problem:
- Consumer: 60%
- Debt: 37%
- Employment: 55%
- Education: 21%
- Family: 33%
- Housing: 31%
- Land: 33%
- Law enforcement: 2%
- Money: 16%
- Public services: 45%

### Legal Capability
- **55%** Got all the expert help they wanted
- **74%** Were confident they could achieve a fair outcome
- **69%** Knew where to get advice

#### Legal Capability by type of problem:
- Consumer: 69%
- Debt: 37%
- Employment: 55%
- Education: 21%
- Family: 33%
- Housing: 31%
- Land: 33%
- Law enforcement: 2%
- Money: 16%
- Public services: 45%

### Violence
- **4%** Reported that one party resorted to physical violence

#### Type of violence:
- Accidental illness & injury: 16%
- Citizenship & ID: 7%
- Community & natural resources: 11%
- Consumer: 24%
- Debt: 24%
- Employment: 14%
- Education: 14%
- Family: 16%
- Housing: 45%
- Land: 14%
- Law enforcement: 2%
- Money: 14%
- Public services: 11%

### Hardship
- **45%** Experienced a hardship as a result of their legal problem

#### Type of hardship:
- Stress related illness: 24%
- Relocation: 24%
- Relationship breakdown: 14%
- Problems with alcohol or drugs: 2%

### Note:
The survey was conducted in the fall of 2017 using a probability sample of 1,016 adults ages 18+ in the three largest cities (Lisbon, Porto, and Amadora).

Due to rounding, some figures may not add to 100%.