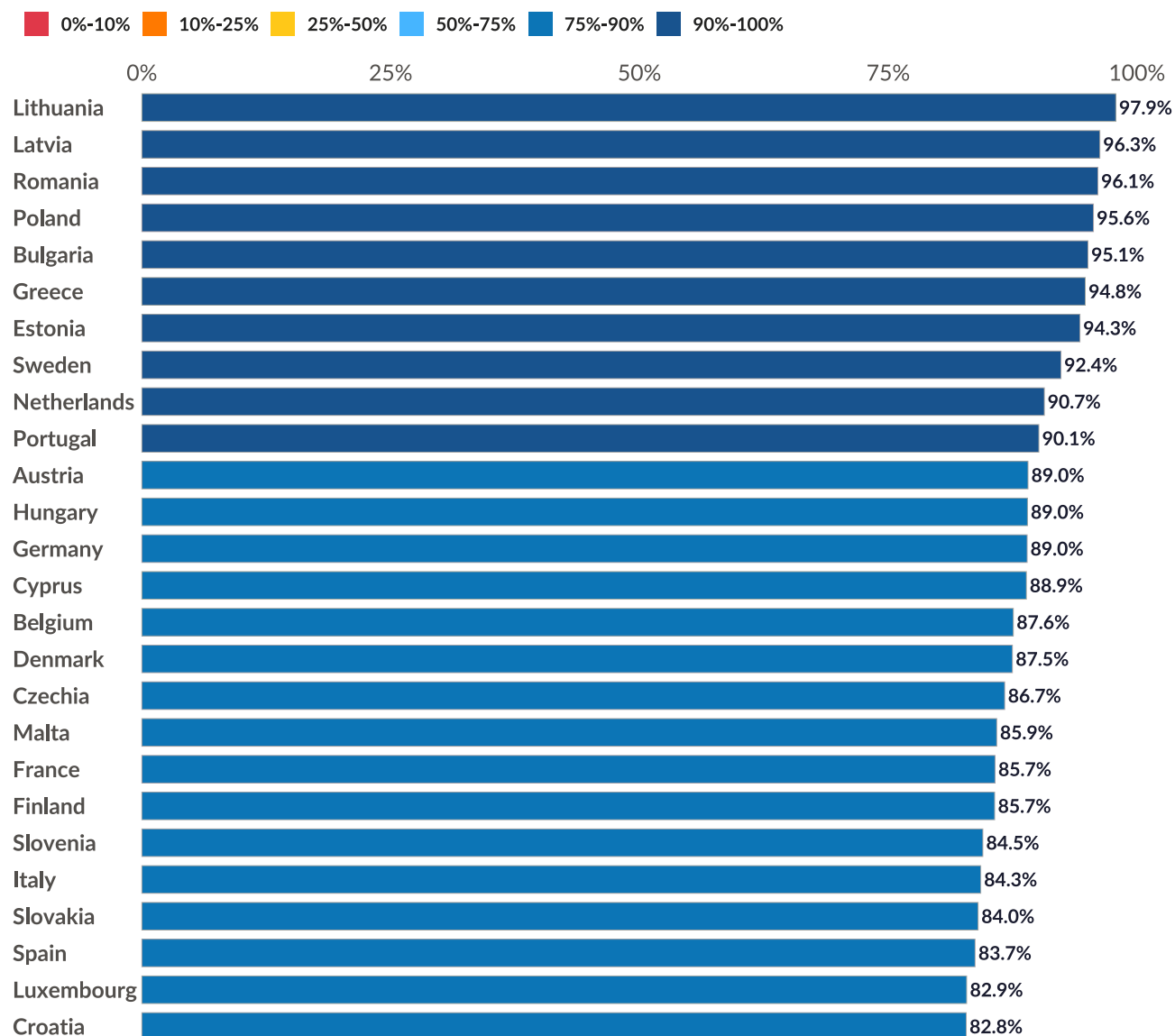


Figure 23 Experiences of the timeliness of dispute resolution processes

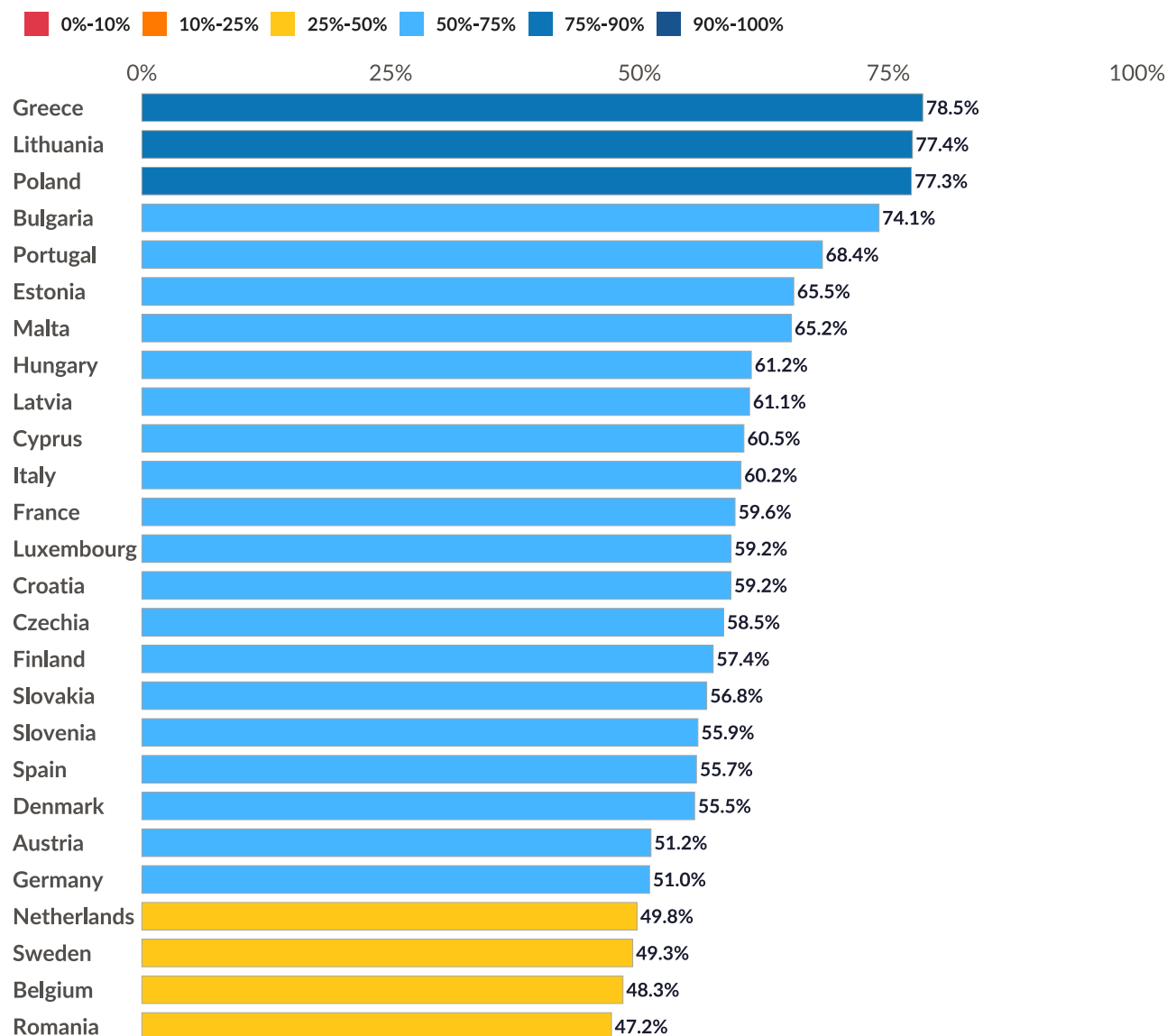
Percentage of respondents whose process concluded in less than a year, out of those who experienced a non-trivial legal problem in the previous two years and whose problem resolution process had concluded.



The values displayed in this chart differ from those included in the main report in the sense that these values do not take into account those respondents who answered "Don't know" to the following question: "How many months did it take to resolve the problem, from the moment you turned to a court, government office, or third party?"

Figure 25 Experiences of the fairness of dispute resolution processes

Percentage of respondents who think the process was fair, regardless of the outcome, out of those who experienced a non-trivial legal problem in the previous two years and whose problem resolution process had concluded.



The values displayed in this chart differ from those included in the main report in the sense that these values do not take into account those respondents who answered "Don't know" to the following question: "Regardless of the outcome, do you think that the process followed to solve the problem was fair?"