

THANK YOU FOR WORKING WITH YOUTGOV

We will be sending you a customer satisfaction survey shortly. However, if you would like to give us feedback on our service sooner, please email clientfeedback@yougov.com

BACKGROUND

This spreadsheet contains survey data collected and analysed by YouGov plc. No information contained within this spreadsheet may be published without the consent of YouGov Plc and the client named on the front cover.

Methodology: This survey has been conducted using an online interview administered to members of the YouGov Plc UK panel of 2.5 million+ individuals who have agreed to take part in surveys. Emails are sent to panellists selected at random from the base sample. The e-mail invites them to take part in a survey and provides a generic survey link. Once a panel member clicks on the link they are sent to the survey that they are most required for, according to the sample definition and quotas. (The sample definition could be "GB adult population" or a subset such as "GB adult females"). Invitations to surveys don't expire and respondents can be sent to any available survey. The responding sample is weighted to the profile of the sample definition to provide a representative reporting sample. The profile is normally derived from census data or, if not available from the census, from industry accepted data.

YouGov plc make every effort to provide representative information. All results are based on a sample and are therefore subject to statistical errors normally associated with sample-based information.

For further information about the results in this spreadsheet, please email realtime.uk@yougov.com quoting the survey details

EDITOR'S NOTES - all press releases should contain the following information

All figures, unless otherwise stated, are from YouGov Plc. Total sample size was 1504 Scottish adults who have used legal services in the last two years. Fieldwork was undertaken between 23rd October - 14th November 2023. The survey was carried out online. The figures have been weighted.

NOTE: Reports or other materials based on results to this research bound for the public domain must be approved by YouGov prior to release if the client wishes to cite YouGov as the source of the findings. The Client must inform YouGov in writing of any survey information from this project that it, or its client, proposes to publish. YouGov will review for accuracy and respond with material corrections by email to the Client within 2 working days of receipt – YouGov will endeavour to complete this faster if this is needed by the Client. Should survey information be published without prior notice, YouGov may, at its discretion, release a corrected version without further consultation with the Client.

- YouGov is registered with the Information Commissioner
- YouGov is a member of the British Polling Council

Any percentages calculated on bases fewer than 50 respondents must not be reported as they do not represent a wide enough cross-section of the target population to be considered statistically reliable. These have been italicised.

