

1. Record Nr.	UNINA9910299631503321
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Titolo	Access to Justice in Microfinance : An Analytical Framework for Peru // by Yasmin Olteanu
Pubbl/distr/stampa	Cham : , : Springer International Publishing : , : Imprint : Palgrave Macmillan, , 2018
ISBN	3-319-95324-9
Edizione	[1st ed. 2018.]
Descrizione fisica	1 online resource (XXI, 322 p. 39 illus.)
Collana	Palgrave Studies in Impact Finance, , 2662-5105
Disciplina	332.0985
Soggetti	Bank marketing International finance Economic development projects—Finance Financial Services International Finance Development Finance
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di contenuto	Chapter 1. Introduction -- Chapter 2. Theoretical Concepts -- Chapter 3. Literature Survey -- Chapter 4. Methodology and Data -- Chapter 5. Development of the Analytical Framework -- Chapter 6. The Context: Peru -- Chapter 7. Application of the Analytical Framework -- Chapter 8. Discussion of the Findings -- Chapter 9. Conclusion and Policy Recommendations.
Sommario/riassunto	This book analyzes the whole path to justice: from the decision to enter the path to justice until justice is achieved and applies a mixed-methods approach using quantitative and qualitative data. It deliberately takes the consumer's perspective and, beyond the scope of existing studies, does not only take into account the existence of mechanisms and forums to claim justice, but their appropriateness for vulnerable target groups. The book sheds more light on microfinance and other vulnerable clients who, due to existing barriers, cannot access grievance, redress or complaint mechanisms. Eliminating these access barriers would cater to the achievement of the 16th Sustainable Development Goal by increasing vulnerable consumers' Access to

Justice. This book will be of interest to academics researching access to justice, researchers focusing on consumer protection issues in developing countries, and practitioners working in financial inclusion.
