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Nota di contenuto	Foreword -- Researchers' preface -- Table of Contents -- Summary -- Abbreviations -- 1 Introduction -- 2 Assessment framework -- Main category 1: Access portals for advice, legal assistance and prevention -- 3 Medical Legal Partnerships in the United States -- 4 Citizens Advice Bureau in England and Wales -- Main category 2: Mediation and binding opinions -- 5 Chotei in Japan -- 6 Schlichtungsverfahren in Switzerland -- Main category 3: Mediation and judicial adjudication -- 7 Multi-Door Dispute Resolution Division in Washington DC, United States -- 8 Court-connected mediation in Finland -- 9 Analysis -- 10 Conclusion -- Bibliography -- Annex 1: Sounding-board group -- Annex 2: List of interviewees
Sommario/riassunto	This book examines various access portals for legal aid and conflict resolution available to citizens and small businesses internationally, with a focus on developing a model for the Netherlands. It compares systems like the Medical Legal Partnership and Multidoor Courthouse in the U.S., and the Citizen Advice Bureau in the U.K., among others. The study aims to improve the Dutch legal system's efficiency by proposing a more user-friendly access portal that addresses the needs of small businesses and self-employed individuals. It advocates for innovations such as compulsory mediation and greater public involvement in legal

processes. The intended audience includes legal policymakers and professionals involved in legal aid and conflict resolution.
