



## INFODROIT

### Information Sheet for Victims

in accordance with the Article 3-7 of the Code of Criminal Procedure

#### Definition of a Victim

A person is considered a victim if they are identified as having suffered harm as a result of a criminal offence.

This information sheet is intended to inform victims about:

- of the type of support they may obtain and from whom they may obtain it, including, where applicable, basic information concerning access to medical assistance, to any specialised support, particularly psychological support, and to housing solutions

You have the right to contact a victim support service offering **free** psychological care, such as the Victim Support Service of the Public Prosecutor's Office. This service will refer you, where appropriate, to other specialised services which can help you, for example, to find accommodation. You may also make an appointment with your GP or consult a psychologist or specialist doctor.

A list of main services is available at the end of this sheet.

- of the procedures for lodging a complaint concerning a criminal offence and the role of the victim in the procedures;

When you have been the victim of a criminal offence, you have the right to lodge a complaint with the Grand Ducal Police. The police will record your complaint and prepare a statement. For this purpose, an officer will hear your account of the circumstances and the course of events. At the end of the interview, you will be required to sign your complaint, which will be transmitted in the form of a statement to the competent Public Prosecutor, who will examine the merits of the complaint and decide what further action to take. The State Prosecutor will inform you within 18 months of receiving the complaint of the action taken.

You may also lodge a complaint with the territorially competent State Prosecutor or assert your rights by submitting a complaint with civil party status to the investigating judge.

➤ **terms and conditions for receiving protection;**

If you have been a victim of trafficking in human beings or domestic violence, you are entitled, under certain conditions, to receive special protection. If this is the case, you are invited to provide further information during your hearing by the police or judicial authorities.

➤ **terms and conditions for accessing solicitors and legal assistance under the conditions provided by law and any other kind of advice;**

If you do not have sufficient income to pay for a solicitor, you are entitled to receive legal assistance under the conditions laid down by the Law of 7 August 2023 on the organization of legal assistance.

You must therefore make a request for legal assistance to the competent Bar Council.

➤ **terms and conditions for receiving compensation;**

You are entitled to file a civil action by sending to the examining magistrate a letter indicating that you are filing a civil action for damages for the harm you claim you have suffered. This request can be submitted at any time during the proceedings.

Your attention is drawn to the fact that if you file a civil action, you can no longer be heard as a witness.

In many situations, your rights to compensation may remain theoretical, especially in the following cases: the perpetrator has not been identified, cannot be found, or is insolvent.

In this case, if you have been the victim of a deliberate criminal offence causing you bodily injury, and this injury has been established by judgment having the force of *res judicata*, you can submit a request for compensation to the Ministry of Justice on the basis of the Law of 12 March 1984 concerning compensation for certain victims of bodily injury resulting from an offence and punishment of fraudulent insolvency.

A special commission within the Ministry of Justice will examine whether the legal conditions are met, particularly the requirement of bodily injury of a certain severity and will assess the damage.

Further information on the procedure is available on the Ministry of Justice website.

➤ **terms and conditions for exercising the right to interpreting and translation;**

You are entitled to be informed and make your statements in a language you understand. During the hearing with the police, you are invited to inform your contact of the language(s) you understand.

- **terms for exercising your rights as a resident of another Member State of the European Union;**

If you live in another Member State of the European Union and have been the victim of a criminal offence in Luxembourg, you can lodge a complaint with the Luxembourg police authorities.

- **procedures available for making a claim in the event that your rights are not respected;**

In the event that your rights are not respected by the competent authority acting in the context of criminal proceedings, you can make an appeal according to the forms and procedures provided for in Articles 3-4 (6), 3-5 (8) and 23-5 of the Luxembourg Code of Criminal Procedure.

- **useful contact details for correspondence regarding your case;**

We draw your attention to the fact that all correspondence relating to a victim's complaint is sent to the official address which was declared when lodging the complaint.

- **mediation and restorative justice options;**

At any stage of criminal proceedings, including the execution of a sentence, the Restorative Justice Service (SEJURE) offers the possibility of initiating a dialogue between the individuals involved, outside of the traditional judicial channels. This service is free of charge, confidential, and open to all.

The restorative justice process involves an exchange between the parties concerned, regardless of the format or setting, aimed at actively addressing the harm caused by the offense. These exchanges are not necessarily face-to-face. They may take various forms (in person, via professionals, by letter, phone, videoconference, etc.). This process can only take place once both the victim and the offender have been fully informed and have expressly consented to participate. Participation is entirely voluntary, and either party may withdraw at any time. It is important to note that restorative justice does not halt the criminal prosecution.

In contrast, criminal mediation is an alternative to prosecution that may be proposed by the competent Public Prosecutor and requires the agreement of both the victim and the perpetrator.

- **terms and conditions for reimbursement of costs incurred as a result of your participation in the criminal proceedings;**

As a victim, you can exercise your financial rights at several levels by filing a civil action, requesting a procedural indemnity to the court ruling on the merits of the case during the trial, or by paying for your travel and accommodation expenses as witness fee.

The legal conditions must be met for these various claims.

- your right to individual assessment by a victims' assistance service to check if specific treatment is needed to prevent secondary victimisation;
- where needed, additional information will, where appropriate, be given to you at each stage in the proceedings;
- except if contrary to the victim's interests or to the smooth running of the proceedings, the victim is entitled, upon initial contact with the criminal police officers and agents, to be accompanied by an individual of their choice, when, as a result of the repercussions of the offence, they require help to understand or be understood;
- if the victim is a minor, they are entitled to be accompanied by their legal representative or a person of their choice during interviews.

## **APPENDIX: CONTACT DETAILS & OTHER USEFUL INFORMATION**

### Government Services

#### Legal Reception and Information Service

<b>Service d'accueil et d'information juridique Luxembourg</b> (Legal Reception and Information Service Luxembourg)  Cité Judiciaire Bâtiment BC L-2080 Luxembourg  <b>Opening Hours:</b> Monday and Tuesday: 8:30 AM – 12:00 PM / 1:00 PM – 4:30 PM ( <b><u>no appointment required</u></b> ) Thursday: 10:00 AM – 12:00 PM / 1:00 PM – 4:30 PM ( <b><u>appointment required</u></b> ) Wednesday and Friday: 8:30 AM – 12:00 PM / 1:00 PM – 4:30 PM ( <b><u>by phone or email</u></b> )	<b>Service d'accueil et d'information juridique Diekirch</b> (Legal Reception and Information Service Diekirch)  Bei der Aaler Kiirch L-9211 Diekirch  <b>Opening Hours:</b> Wednesday Morning: 8:30 AM – 12:00 PM ( <b><u>no appointment required</u></b> ) Wednesday Afternoon: 1:00 PM – 4:30 PM ( <b><u>appointment required</u></b> )
<p style="text-align: center;"><u>For both locations (Luxembourg and Diekirch):</u></p> <p>☎ 475981-2600 Email: <a href="mailto:pgsin@justice.etat.lu">pgsin@justice.etat.lu</a> Website: <a href="https://justice.public.lu/fr/aides-informations/accueil-info-juridique.html">https://justice.public.lu/fr/aides-informations/accueil-info-juridique.html</a></p>	

## **Victim Support Services**

<p><b>Service d'Aide aux Victimes Service Central d'Assistance Sociale du Parquet Général (Victim Support Service Central Social Assistance Service of the Public Prosecutor's Office)</b></p> <p>12-18 rue Joseph Junck (bâtiment Plaza Liberty- entrée C) L-1839 Luxembourg ☎ 621 326 595 For more information: <a href="https://justice.public.lu/fr/aides-informations/accueil-info-juridique.html">https://justice.public.lu/fr/aides- informations/accueil-info-juridique.html</a></p>	<p><b>Opening Hours:</b> Monday to Friday: 8:30 AM – 11:30 AM / 2:00 PM – 5:00 PM <b>Consultations <u>by appointment only.</u></b></p> <p>Email: <a href="mailto:scas-sav@justice.etat.lu">scas-sav@justice.etat.lu</a></p>
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## **Non-Governmental Victim Support Services and Associations**

<b>Violence (all types)</b>	
Violence Helpline	☎ <u>2060 – 1060</u> (7 days a week, 12:00 PM to 8:00 PM)
Email: <a href="mailto:info@helpline-violence.lu">info@helpline-violence.lu</a> Website: <a href="http://www.helpline-violence.lu">www.helpline-violence.lu</a> <b>In case of emergency: dial 113!</b>	

<p><b>Le Centre National pour Victimes de Violences (CNVV) (National Centre for Victims of Violence - CNVV)</b></p> <p>➤ Provides support and compassionate care, including urgent outpatient services,</p> <ul style="list-style-type: none"> <li>• <u>for any victim—adult or minor</u>—of all forms of violence (physical, sexual, psychological, etc.)</li> <li>• may include: psychosocial support, medical assistance, legal information, if needed, police intervention at the scene to file a report</li> </ul>	<p><b>Opening Hours:</b></p> <p><b>Monday to Thursday:</b> 5:00 PM – 12:00 AM <b>Friday:</b> 6:00 PM – 2:00 AM <b>Saturday:</b> 10:00 AM – 2:00 AM <b>Sunday:</b> 10:00 AM – 12:00 AM</p> <p>Note: Hours may vary on the eve of public holidays and on public holidays.</p> <p>You may reach the CNVV by telephone during opening hours or by email.</p> <p>☎ 2755 5315 Email: <a href="mailto:info.cnvv@croix-rouge.lu">info.cnvv@croix-rouge.lu</a> <a href="https://violence.lu/centre-national-pour-victimes-de-violences/">https://violence.lu/centre-national-pour- victimes-de-violences/</a></p>
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You can find more detailed information about additional support associations and their contact details on the website: [www.violence.lu](http://www.violence.lu)

<b>Domestic Violence (Family, Spousal, and Relationship) and Gender-Based Violence (Including Sexual Violence)</b>	
<b>Visavi (vivre sans violence - live without violence)</b> Consultation Centre for Women, operated by the non-profit Femmes en détresse, Luxembourg  2, rue du Fort Wallis L-2714 Luxembourg ☎ <u>49 08 77-1</u> For more information: <a href="http://www.fed.lu">www.fed.lu</a>	<b>Telephone Consultations:</b> Monday–Friday: 9:00 AM – 5:00 PM  <b>Individual Consultations:</b> <b>By appointment only at the Luxembourg City site.</b>  Email: <a href="mailto:visavi@fed.lu">visavi@fed.lu</a>
<b>InfoMann</b> Consultation Centre for Men – operated by the non-profit ActTogether  39, rue de Bouillon L-1248 Luxembourg ☎ <u>27 49 65</u> For more information: <a href="http://www.acttogether.lu">www.acttogether.lu</a>	<b>Consultations are by appointment only.</b>  <b>Opening Hours:</b> Monday–Friday: 9:00 AM – 5:00 PM  Email: <a href="mailto:info@infomann.lu">info@infomann.lu</a>
<b>Sexual Violence Support Services</b>	
<b>Planning familial - Family Planning Centre Luxembourg City Site Dr. M.-P. Molitor-Pfeffer Centre</b>  6-10, rue de la Fonderie L-1531 Luxembourg ☎ <u>48 59 76</u>  ***	<b>Opening Hours:</b> Monday–Friday: 9:00 AM – 5:00 PM Thursday: open until 6:00 PM Appointments available upon request.  Email: <a href="mailto:info@pfl.lu">info@pfl.lu</a>  ***
<b>Planning familial - Family Planning Centre Esch/Alzette Site</b>  2-4, rue Ernie Reitz / corner of 14-16 avenue de la Gare (4th floor) L-4251 Esch/Alzette ☎ <u>54 51 51</u>	<b>Opening Hours:</b> Monday: 8:00 AM – 12:30 PM / 1:30 PM – 5:00 PM Tuesday, Wednesday, Thursday: 8:00 AM – 12:30 PM / 1:30 PM – 4:00 PM Friday: 8:00 AM – 12:30 PM / 1:30 PM – 5:00 PM Appointments available upon request.  Email: <a href="mailto:esch@pfl.lu">esch@pfl.lu</a>
<b>Planning familial - Family Planning Centre Ettelbrück Site</b>  18, avenue J.F. Kennedy, L-9053 Ettelbrück ☎ <u>81 87 87</u>	<b>Opening Hours:</b> Monday–Thursday: 9:00 AM – 12:30 PM / 1:00 PM – 5:00 PM Except Wednesday: opens at 10:30 AM Appointments available upon request.
For more information about all locations: <a href="http://www.pfl.lu">www.pfl.lu</a>	

<b>Violence Against the LGBTIQ+ Community</b>	
<b>Cigale asbl - LGBTIQ+ Center–</b> Luxembourg  16, rue Notre Dame L-2240 Luxembourg ☎ <u>26 19 00 18</u>  For more information: <a href="http://www.cigale.lu">www.cigale.lu</a>	<b>Consultations by appointment</b>  <b>Walk-ins accepted:</b> Tuesday–Friday: 12:00 PM – 5:00 PM  Email: <a href="mailto:info@cigale.lu">info@cigale.lu</a>
<b>Violence Against Children and Adolescents</b>	
<b>ALUPSE Asbl – Luxembourg</b>  201, route de Thionville, L-5885 Howald ☎ <u>26 18 48-1</u> Emergency numbers: <u>621 232 268</u> or <u>621 232 267</u>  For more information: <a href="http://www.alupse.lu">www.alupse.lu</a>	<b>Consultations by appointment only</b> Monday–Friday: 9:00 AM – 5:00 PM  <b>Weekly outreach consultations also available in Ettelbrück:</b>  4, Grand-Rue, L-9050 Ettelbrück  Emails: <a href="mailto:info@alupse.lu">info@alupse.lu</a> <a href="mailto:alupse.bebe@alupse.lu">alupse.bebe@alupse.lu</a>
<b>Alternatives – Centre de consultation pour enfants et adolescents victimes de violence – Fondation Pro Familia-Esch/Alzette</b> <b>(Alternatives – Counselling Centre for Child and Adolescent Victims of Violence Operated by Fondation Pro Familia – Esch/Alzette)</b> 138, rue de Belvaux L-4026 Esch/Alzette ☎ <u>51 72 72-500</u>  For more information: <a href="http://www.profamilia.lu">www.profamilia.lu</a>	<b>Consultations by appointment</b> Monday to Friday: 8:00 AM – 6:00/7:00 PM   Email: <a href="mailto:alternatives@profamilia.lu">alternatives@profamilia.lu</a>
<b>S-PSYea – Service psychologique pour enfants et adolescents victimes de violences domestiques- Femme en détresse a.s.b.l.</b> <b>(Psychological Service for Child and Adolescent Victims of Domestic Violence Operated by non-profit Femmes en détresse)</b> P.O. Box 1024 L-1010 Luxembourg ☎ <u>26 48 20 50</u> For more information: <a href="http://www.fed.lu">www.fed.lu</a>	<b>Opening Hours:</b> Monday and Wednesday: 8:00 AM – 6:00 PM Tuesday and Thursday: 8:30 AM – 6:00 PM Friday: 8:00 AM – 5:00 PM  Email: <a href="mailto:psyeya@fed.lu">psyeya@fed.lu</a>
<b>Human Trafficking</b>	
<b>INFOTRAITE – Service d’assistance aux victimes de la traite des êtres humains – de la Fondation de la Porte Ouverte (Assistance Service for Victims of Human Trafficking Operated by Fondation de la Porte Ouverte)</b>  16, avenue Marie-Thérèse L-2132 Luxembourg ☎ <u>25 36 56 46</u> or <u>621 316 919</u> or <u>621 351 884</u>	

For more information: [www.stoptraite.lu](http://www.stoptraite.lu)

Email: [info@traite.lu](mailto:info@traite.lu)

**Service de Justice Restaurative (Restorative Justice Service -SEJURE)**

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