

**ISO: LU**

**COUNTRY: Luxembourg**

MINISTRY: Ministry of Justice

OFFICE: Service d'Aide aux Victimes

NOTES: Luxembourg has no special service for victims of terrorism the general support service, Service d'Aide aux Victimes, can provide support to victims of terrorism.

The Victim Support Service is intended for victims who have suffered damage to their psychological and / or physical integrity following a criminal offense. The Service is also intended for those (close to them) who, through their relationship with the victim (s), have had to share their suffering. thus to witnesses of criminal offenses.

The team provides psychological and psychotherapeutic counseling and informs the victims about their rights (information on the law of victims of criminal offenses, the judicial procedure and the law of compensation of victims of violent crimes) and can accompany them during the judicial process. The service also offers a therapeutic group for victims of domestic violence. Consultations are free and are by appointment only

PHONE: + 352 621 32 65 95

Service central d'assistance sociale (SCAS)

Tel. : (00352) 47 58 21 – 627/628

MAIL: scas-sav@justice.etat.lu

ADDRESS:

Service d'aide aux victimes, Bâtiment Plaza Liberty, 12-18, rue Joseph Junck, L-1839 - Luxembourg

WEB SITE:

Le service d'aide aux victimes: <http://www.justice.public.lu/fr/aides-informations/assistance-sociale/scas-service-aide-victimes/index.html>

Information for the victim: <http://www.justice.public.lu/fr/affaires-penales/concerne-infraction/victime-infraction/index.html>

Name of the law:

link to the law

Specific Law: no

FOLLOW UP:

This section has been prepared with the information provided by the Service d'Aide aux Victimes to the questionnaire sent by EPAVT

1. The Name of the Office that in your country will be responsible to provide support services for victims of terrorism.

\* Our country does not have a special service for victims of terrorism, but our office (Service d'Aide aux Victimes) can provide support to such victims.

2. The telephone number that can be made public to provide with specific information for victims of terrorism.

\* + 352 621 32 65 95 (cell phone service : reachable from 8am to 18pm, every day, except weekends and public holidays)

3. The Email that can be made public to provide with specific information for victims of terrorism.

\* scas-sav@justice.etat.lu

4. What kind of information will this service provide?

(a) Information regarding specific emotional and psychological support (YES/NO) \* YES

(b) Information regarding legal, practical or financial matters. (YES/NO) \* YES

(c) Assistance with claims regarding compensation for victims of terrorism. (YES/NO) \*YES

(d) How to become a party in criminal proceedings. (YES/NO) \* YES

4. Will this office assist victims of terrorism in obtaining information from the country in which the terrorist attack took place if they are residents in your country and not in the Member State where the terrorist offence was committed?

\* YES. We can assist all victims which have a link with our country: residents and not residents (if they work or study in Luxembourg) even when the terrorist attack took place in an not Member state.

5. Do you foresee a specific law for victims of terrorism or do you foresee a modification of an already existing law?

\* Luxembourg implements for the moment the Directive (UE) 2017/541 of the European Parliament and of the Council on combating terrorism and replacing Council Framework Decision 2002/475/JHA on combating terrorism., which contains specific articles for victims of terrorism.

6. Will the treatment be identical for national victims and foreign victims?

\* YES: identical treatment.

7. Do you foresee to cover urgent expenses of victims for travel expenses, funeral expenses, repatriation of bodies, etc?

\* Our office has a governmental budget for helping victims. We can cover partially urgent expenses (depends on the amount of the expenses). For exceptional expenses we can also collaborate with the authorities and ministries in charge.

8. Do you intend to train psychologists to provide specific assistance to victims of terrorism in the short and long term?

\* In our service we are all psychologists specialized in psychotherapy for PTSD and trauma. We can offer specific assistance in a short and long term perspective.

9. Would the sharing of national experiences (France, Spain) via seminars or specific training be practical for you?

\* We think this could be helpful.

10. What information must a victim of an attack provide to your national authorities to obtain attention and support?

\* For consulting our service no special information has to be provided. NO information (medical certificate, formal complaint or police report...) has to be provided to get support of the service.