

## I. The Mediation Landscape in Luxembourg



### 1. Associations



The associations bring together the various actors and represent their interests.




Institution	Function	Funding	Sector
 <p>Postal box 2465 L-1024 Luxembourg</p> <p>Responsible person(s): Dr. Jan Kayser, President</p> <p>Foundation: 2005</p>	<p>ALMA's objective is to promote mediation quality. In this regard, accreditation is one of the mediators' tools to obtain formal acknowledgement of their skills. ALMA's "Accreditation Working Group" is in charge of making sure all conditions are met.</p> <p>Furthermore, ALMA offers specific training to its members to promote the further enhancement of their mediation skills and to help them staying abreast of recent developments in the field of mediation.</p>	<p>Membership contributions</p>	<p>Mediators' association</p> <p>Logotype: Smart &amp; Fair -&gt; light blue</p> 
 <p>Registered office: 5, rue Lamartine F-78220 VIROFLAY</p> <p>Responsible person: N.N.</p> <p>Foundation: 2017</p>	<p>« GEMME » is an association of judges from European Union and European Free Trade Association (Switzerland, Norway, Island) member states who either already practise or strive for practising alternative dispute resolution methods. These judges acknowledge that effective and pacifying justice implies, amongst other aspects, the promotion and development of alternative methods and in particular court-ordered mediation.</p> <p>The association is intended to be a hub for exchange regarding mediation practices and experiences on European level between judges, lawyers, and European institutions. By doing this, GEMME wants to contribute to the further development of mediation and alternative dispute resolution methods.</p> <p>With support of the European Union Justice Programme and Eurochambres, GEMME organizes international symposia and forums in all mediation domains. It also offers training programmes for judges.</p>	<p>Membership contributions</p>	<p>Association of judges interested in the field of mediation</p> <p>Logotype: Smart &amp; Fair -&gt; light blue</p> 

## 2. Mediation providers

The mediation providers adopt a mediative attitude, apply the mediation technique and in particular the mediation process in their respective areas. In all their diversity, they have at least one common denominator: They all benefit from a high degree of institutional independence.

Institution	Function	Funding	Sector
 <p data-bbox="174 536 398 587">87, route de Thionville L-2611 Luxembourg</p> <p data-bbox="73 627 304 699">Responsible person(s): Paul Demaret, Coordinator</p> <p data-bbox="73 727 197 778">Foundation: 1998</p>	<p data-bbox="524 371 1332 469">The <b>Centre de Médiation a.s.b.l</b> is specialized in family, penal, and neighbourhood mediation. In addition to its core staff, it also works with independent mediators.</p>	<p data-bbox="1355 371 1747 469">It is subsidized by the Ministry of national Education, Children, and Youth.</p>	<p data-bbox="1769 371 1859 403">Family</p> <p data-bbox="1769 440 2009 499">Logotype: <b>Smart &amp; Fair -&gt; red</b></p> <p data-bbox="1783 544 2107 587"><b>SMART &amp; FAIR MEDIATION IN LUXEMBOURG</b></p>
 <p data-bbox="188 946 385 997">4, rue G.C. Marshall L2181 Luxembourg</p> <p data-bbox="73 1034 304 1110">Responsible person(s): John Weber, Managing director</p> <p data-bbox="73 1139 197 1190">Foundation: 2001</p>	<p data-bbox="524 842 1332 970">Family mediation is only one of various even more important activities related to the support of families provided by the non-profit Family Counselling and Preparation association, called « <b>Familjen-Center</b> »...</p>	<p data-bbox="1355 842 1747 1002">These two institutions, "Familjen Center" and "Pro Familia" are subsidized by the Ministry of Family, Integration, and the Greater Region.</p>	<p data-bbox="1769 842 1859 874">Family</p> <p data-bbox="1769 911 2009 970">Logotype: <b>Smart &amp; Fair -&gt; red</b></p> <p data-bbox="1783 1015 2107 1058"><b>SMART &amp; FAIR MEDIATION IN LUXEMBOURG</b></p>

 <p><b>PRO FAMILIA</b> fondation</p> <p>5 Route de Zoufftgen, L-3598 Dudelange</p> <p>Responsible person(s): Pierette Meisch, Director</p> <p>Foundation: 1990</p>	<p>... and the « <b>Fondation Pro Familia - Eng Hellef Fir D'Famill</b> » Foundation.</p>	<p>The Foundation Pro Familia is also subsidized by the Ministry of Gender Equality.</p>	<p>Family</p> <p>Logotype: <b>Smart &amp; Fair -&gt; red</b></p> <p><b>SMART &amp; FAIR</b> <b>MEDIATION IN LUXEMBOURG</b></p>
 <p>Centre de Médiation Civile et Commerciale</p> <p>Cité judiciaire Bâtiment TL L-2080 Luxembourg</p> <p>Responsible person(s): Me Jacques Wolter, President of the Administration Board</p> <p>Foundation: 2003/2012</p>	<p>The non-profit organization <b>Centre de Médiation Civile et Commerciale's (CMCC)</b> objective is to offer companies and private individuals an independent setting based on understanding and use of mediation techniques. By doing this, the CMCC facilitates the parties' approach to conflicts in civil and commercial matters.</p> <p>The CMCC acts as "Mediation Provider" in the sense of the European Commission for the Efficiency of Justice (CEPEJ) with three pillars of action:</p> <ul style="list-style-type: none"> <li>• implementation of the mediation process</li> <li>• communication on mediation by the means of conferences and the Mediation Charter, and</li> <li>• training regarding mediative attitude, mediation techniques and process. This is how it contributes to mediation quality in Luxembourg.</li> </ul>	<p>Membership contributions (Luxembourg Bar, Chamber of Commerce, Chamber of Crafts, Medical Chamber); contributions from the Ministry of Finance; service income (education, training); 15% of mediation fees charged by the mediators.</p>	<p>Civil and commercial</p> <p>Logotype: <b>Smart &amp; Fair -&gt; magenta</b></p> <p><b>SMART &amp; FAIR</b> <b>MEDIATION IN LUXEMBOURG</b></p>
<p><b>OMBUDSMAN</b> MÉDIATEUR DU GRAND-DUCHÉ DE LUXEMBOURG</p> <p>36, rue du Marché-aux-Herbes L-1728 Luxembourg</p> <p>Responsible person(s): Claudia Monti, Ombudsman</p> <p>Foundation: 2003</p>	<p>The <b>Ombudsman</b> is a state institution. With this institution the legislator offers support for resolving conflicts with an administration or a public establishment outside of a judiciary procedure at administrative courts. All addressees of administrative acts can benefit from the Ombudsman.</p> <p>The Ombudsman adopts a mediative attitude and simultaneously applies mediation techniques. Being an institution specialized in mediation of administration topics and being a vital institution to support peaceful democracy.</p>	<p>State institution</p>	<p>Administration</p> <p>Logotype: <b>Smart &amp; Fair -&gt; turquoise</b></p> <p><b>SMART &amp; FAIR</b> <b>MEDIATION IN LUXEMBOURG</b></p>

 <p>73, rue Adolphe Fischer L-1520 Luxembourg</p> <p>Responsible person(s): Mike Schwebag, Health Ombudsman</p> <p>Foundation: 2014</p>	<p>The <b>Health Ombudsman's</b> objective is to resolve, but also to prevent conflicts between a patient and a healthcare service provider.</p>	<p>State institution</p>	<p>Healthcare</p> <p>Logotype: Smart &amp; Fair -&gt; forest green</p> <p><b>SMART &amp; FAIR MEDIATION IN LUXEMBOURG</b></p>
 <p>Ancien Hôtel de la Monnaie 6, rue du Palais de Justice L-1841 Luxembourg</p> <p>Responsible person(s): Claude Fellens, Consumer Ombudsman</p> <p>Foundation: 2016</p>	<p>The <b>national Office of the Consumer Ombudsman</b> informs about procedural rights and obligations. Furthermore, the Consumer Ombudsman is responsible for dealing with requests in consumer protection matters: Either by serving as a point of contact or by granting consideration of claims.</p>	<p>State institution</p>	<p>Consumer protection</p> <p>Logotype: Smart &amp; Fair -&gt; light green</p> <p><b>SMART &amp; FAIR MEDIATION IN LUXEMBOURG</b></p>
 <p>29, rue Aldringen L-1118 Luxembourg</p> <p>Responsible person(s): Lis de Pina, School mediator</p> <p>Foundation: 2018</p>	<p>The <b>school mediator's</b> objective is to handle claims from parents of students below and at the age of majority as well as from professionals who work in the national education system. The claims address topics such as how to keep potential dropouts at school, inclusion of students with special needs or integration of children with a migrant background into the education system.</p>	<p>State institution</p>	<p>Educational system</p> <p>Logotype: Smart &amp; Fair -&gt; green-yellow</p> <p><b>SMART &amp; FAIR MEDIATION IN LUXEMBOURG</b></p>

<p><b>Community mediation</b></p> <p>Responsible person(s): N.N.</p> <p>Foundation: N.N.</p>	<p><b>Community mediation</b> already has a certain tradition in the Grand Duchy with the first community mediation service being implemented in 2004. Currently, 39 communes offer their citizens access to the mediation process to resolve their neighbourhood conflicts.</p>	<p>Community</p>	<p>Neighbourhood</p> <p>Logotype: <b>Smart &amp; Fair -&gt; yellow</b></p> <p><b>SMART &amp; FAIR MEDIATION IN LUXEMBOURG</b></p>
<p><b>Independent mediators</b></p> <p>Responsible person(s): N.N.</p> <p>Foundation: N.N.</p>	<p>Outside the institutional setting, it is the <b>independent mediators</b> who shape Luxembourg's mediation landscape: They apply the mediation process in the daily practice of their profession.</p>	<p>Private</p>	<p>All sectors</p> <p>Logotype: <b>Smart &amp; Fair -&gt; orange</b></p> <p><b>SMART &amp; FAIR MEDIATION IN LUXEMBOURG</b></p>