



The Luxembourg University Legal Clinic

1. Introducing the Clinic

Clinical classes are held once a week. The Clinic is open to public during the academic year. It is a two-semester program.

Consumers reach out to the Clinic using an online form accessible from the University website. Once the consumer has filled the form, an email is sent to the Clinic's mail box.

Cases are assigned to teams of two students. The teams work under the supervision of a tutor, whose role is to support the students in analyzing the case. Students have to report any action in a "roadmap". This document allows to follow the steps taken to solve the case and to guarantee that deadlines in answering the case are respected (15 days for a first analysis of the case, 90 days to close the case, assuming no new facts or documents are sent to the clinic).

2. Analysis of the case

The first step is to verify that the clinic is competent according to 3 criteria

1/ The value of the case cannot be above 5000 euros

2/ The parties involved fall under the definition of "consumer" and "trader" in accordance with article L-010-1 of the Luxembourg consumer code

'consumer' means any natural person who, in contracts covered by this Directive, is acting for purposes which are outside his trade, business, craft or profession;

'trader' means any natural person or any legal person, irrespective of whether privately or publicly owned, who is acting, including through any other person acting in his name or on his behalf, for purposes relating to his trade, business, craft or profession in relation to contracts covered by this Directive;

3/ At least one provision of the Luxembourg Consumer Code can be applied to the case.

The Clinic supports consumers even when it is not competent. In these cases, consumers are provided with information allowing them to find another forum for the solution of the case (public agency, mediation centre etc.).



3. Methodology

Cases are analyzed according to a method which was determined by the clinical staff and the lawyers collaborating with the clinic). [*See the document on Methodology*].

Students have one week to prepare a first legal analysis. They present the case to the class. The presentation is followed by a brainstorming involving the clinical staff (professors) and the lawyers working with the clinic.

Most of the time the first follow-up of the case is an email sent to the consumer asking for more details and/or documents required to have an in-depth analysis of the case.

Once the class comes to the conclusion that there are sufficient elements to provide the consumer with a solid legal analysis a meeting with the consumer, if deemed necessary, is scheduled.

Clinicians always meet consumer in the presence of one of the Clinic's lawyers. The lawyer acts as an observer. He/she may not intervene during the meeting between the consumer and clinicians.

Immediately after the interview, the lawyer debriefs clinicians.

4. Clinic's Charter

Clinicians are required to sign the Clinic's Charter where they commit themselves to abide by the rules set out in it among which that of confidentiality and impartiality (avoiding conflict of interests).

Conflicts of interests are defined by the Statutes of the Clinic. They exist when any member of the Clinic du droit cannot give legal information to consumers without jeopardizing consumers' interests due to:

- His or her personal opinions.
- His or her analysis of the case.
- His or her recommendation of legal means

Following this definition, students and their supervisor cannot provide legal information when:

- A conflict of interest arises between students and their supervisors.
- A conflict of interest arises between the Clinic and consumers.