

# Information provision - Luxembourg |

## DIP EUAA

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### Overview

### Relevant EU legislation

Luxembourg transposed the provisions of the EU legislation in its national law through the amended Law of 18 December 2015 on international protection and temporary protection (hereafter amended Asylum Law)| [Loi modifiée du 18 décembre 2015 relative à la protection internationale et à la protection temporaire.](#)

### National legislation

Amended Asylum Law| [Loi modifiée du 18 décembre 2015 relative à la protection internationale et à la protection temporaire.](#)

## Competent authority and other stakeholders

Area/stage of the asylum procedure	Competent authority
<b>Reception</b>	Ministry of Family Affairs, Solidarity, Living Together and Reception of Refugees- National Reception Office   Ministère de la Famille, des Solidarités, du Vivre ensemble et de l'Accueil- Office national de l'accueil (ONA)
<b>Registration of application</b>	Ministry of Home Affairs, General Department of immigration, Department for Refugees   <a href="#">Ministère des Affaires intérieures, Direction générale de l'immigration - Département Réfugiés.</a>  Grand-Ducal Police   <a href="#">Police Grand-Ducale</a>  Airport Control Service   Service de Contrôle (at the airport)
<b>Lodging of application</b>	Ministry of Home Affairs, General Department of immigration, Department for Refugees   <a href="#">Ministère des Affaires intérieures, Direction générale de l'immigration - Département Réfugiés.</a>

Area/stage of the asylum procedure	Competent authority
<b>Dublin procedure</b>	Ministry of Home Affairs, General Department of immigration, Department for Refugees   <a href="#">Ministère des Affaires intérieures, Direction générale de l'immigration - Département Réfugiés.</a>
<b>Assessment of application</b>	Ministry of Home Affairs, General Department of immigration, Department for Refugees   <a href="#">Ministère des Affaires intérieures, Direction générale de l'immigration - Département Réfugiés.</a>
<b>Communication of first instance decision</b>	Ministry of Home Affairs, General Department of immigration, Department for Refugees   <a href="#">Ministère des Affaires intérieures, Direction générale de l'immigration - Département Réfugiés.</a>
<b>Content of protection</b>	Ministry of Home Affairs, General Department of immigration, Department for Refugees   <a href="#">Ministère des Affaires intérieures, Direction générale de l'immigration - Département Réfugiés.</a>

Area/stage of the asylum procedure	Competent authority
<b>Appeal procedure</b>	Ministry of Home Affairs, General Department of immigration, Department for Refugees   <a href="#">Ministère des Affaires intérieures, Direction générale de l'immigration - Département Réfugiés.</a>
<b>Communication of second instance decision</b>	Administrative Courts
<b>Resettlement</b>	Ministry of Home Affairs, General Department of immigration, Department for Refugees and Department of European Affairs   <a href="#">Ministère des Affaires intérieures, Direction générale de l'immigration - Département Réfugiés et Département Affaires européennes.</a>

## Provision of information in the asylum procedure

### Access to procedure

According to Article 4(1) of the amended Asylum Law, when an application for international protection is submitted to officers of the Airport Control Service, the Grand-Ducal Police, or personnel at detention centres or penitentiary centres, the registration process must be completed no later than six working days after the expression of intent to apply. The officers from the Airport Control Service, the Grand-Ducal Police, and staff at detention and penitentiary centres are provided with the necessary information by the Ministry to fulfil their duties and

responsibilities.

Once the applicants proceed to the General Department of immigration, or, in the case they are in the detention centre or the penitentiary centre have contacted us either by letter or through their lawyer with their wish to apply for international protection; applicants are provided with explanatory documents detailing the procedures for applying for international protection. One document includes critical information about their rights and obligations, the timeline as well as the means available to fulfil the obligation to present the elements to substantiate their application for international protection, and the consequences of withdrawing the application either explicitly or implicitly. Information about the Dublin procedure is also included in these documents.

Information is primarily disseminated at the General Department of immigration during the lodging of the application. The setting for this provision of information is individual. Officers of the General Department of immigration provide oral briefings and distribute informational leaflets to ensure that applicants receive comprehensive details about the asylum process. These materials cover the procedures to be followed, the rights and responsibilities of applicants, applicable timelines, and any special considerations for vulnerable individuals. Furthermore, applicants are informed about a dedicated website that provides extensive information on the asylum process, including resources related to housing, education, and various social services. However, this website is accessible only from within the Luxembourgish territory due to geo-blocking measures.

The responsibility for providing information about international protection lies primarily with the General Department of immigration. Nevertheless, personnel from other agencies, such as the Airport Control Service and the Grand-Ducal Police or the National Reception Office, also contribute to disseminating this information, particularly at the initial points of contact. The materials provided are developed by the General Department of immigration in collaboration with other relevant government bodies. These materials are updated periodically to reflect any changes in laws or procedures. Luxembourg also uses information brochures produced by the European Union to inform applicants about the Dublin procedure and to provide child-friendly materials for unaccompanied minors.

Information is communicated to applicants through a combination of written, oral, and digital formats. Information is available in multiple languages, including French, German, English, Arabic, Persian, Tigrinya, Spanish, Russian, Turkish, Albanian, and Serbian/Croatian. Written materials include leaflets and brochures, while oral briefings are conducted by officials. The website dedicated to applicants offers detailed information and accessibility features, such as read-aloud options for visually impaired individuals and simplified, pictorial materials designed for unaccompanied minors. Special efforts are made to applicants with social needs. Materials targeting unaccompanied minors use child-friendly language, simplified explanations, and visual aids. Additionally, the website includes a read-aloud feature for most sections, specifically designed to enhance accessibility for visually impaired applicants.

For applicants in detention, information about the possibility of lodging an application for international protection is provided promptly after they express their intention to apply.

## **Dublin procedure**

Applicants are informed on Dublin system at the moment they present themselves at the General Department of immigration to lodge their application for international protection. Agents from the General Department of immigration are responsible for providing general information regarding the Dublin procedure to all applicants. This is typically done using the Dublin brochure Type A, which is produced by the European Union and outlines the basic aspects of the procedure.

For applicants determined to fall under the Dublin procedure, additional and more detailed information is provided. These individuals receive the Dublin brochure Type B, which includes an in-depth explanation of the procedure. This detailed information is delivered by an agent from the Dublin Unit of the Department for Refugees before and during the Dublin interview. The topics covered during this session include the criteria for determining which Member State is responsible for processing an asylum application, the applicant's rights and obligations under the Dublin Regulation, the process for appealing decisions, and the timelines involved. Additionally, the

information highlights the potential consequences of being transferred to another Member State.

Information about the Dublin procedure is communicated in multiple formats: written materials such as brochures and leaflets, oral explanations during individual interactions with officials, and access to information through the before mentioned dedicated website. This website serves as a comprehensive digital resource for applicants seeking international protection and includes sections related to the Dublin procedure. This website is restricted to within Luxembourgish territory due to geo-blocking measures. To address the diverse linguistic needs of applicants, information is provided in multiple languages, including but not limited to French, German, English, Arabic, Persian, Tigrinya, Spanish, Russian, Turkish, Albanian, and Serbian/Croatian.

The common information leaflet provided under the Dublin procedure is complemented with specific national information. However, targeted materials have been developed by the European Commission for applicants with special needs, particularly unaccompanied minors. These materials are designed to be child-friendly, using simplified language to ensure clarity for younger applicants. Despite their availability, such materials are rarely used in Luxembourg due to the relatively low number of unaccompanied minors in the Dublin procedure.

The dedicated website, which provides detailed information about the asylum procedure and related matters, includes a read-aloud option for most sections to improve accessibility for visually impaired applicants.

Regarding legal remedies, information is included in the transfer decision, which is formally provided to both the applicant and their legal representative.

## **First instance determination**

As for the information in the context of access to procedure, applicants are informed about the admissibility procedure when they present themselves at the General Department of immigration to lodge their application for international protection. Additional details are provided at the time of the admissibility interview. The General

Department of immigration, as the competent authority, provides this information. During the interview, the agent conducting the admissibility interview will reiterate the relevant information to ensure clarity and understanding. This information is communicated both in written form, such as leaflets (at the beginning of the procedure), and orally by the agents of the General Department of immigration (at the beginning of the procedure as well as during the interview). Additionally, the dedicated website, which provides comprehensive details about the asylum process, also includes information on admissibility. This website is restricted to within Luxembourgish territory due to geo-blocking measures. Information brochures and leaflets, are available online on this website, and available in French, English, German, Georgian, Farsi, Arabic, Spanish, Serbian, Albanian, Russian, Turkish, Tigrinya, and Chinese.

Applicants are informed of the process at the time of lodging their application with the General Department of immigration. This information is provided by the same competent authority. During the personal interview itself, the agent responsible for conducting the interview reiterates this information, ensuring applicants are fully aware of their rights, obligations, and the procedural specifics. Applicants also can ask questions about the interview process during this interaction.

The information regarding the personal interview encompasses various key topics: the applicant's right to assistance by an interpreter who speaks their language or a language they can reasonably be expected to understand, the procedures to follow if the applicant is not able to attend the personal interview due to a medical emergency, the purpose and confidentiality of the interview, the responsibilities of the applicant during the interview, the role of the interviewing agent and any other participants, the language to be used, and the process for signing the interview report.

This information is provided through a combination of written materials such as brochures and leaflets, oral explanations during face-to-face interactions, and access to the dedicated website. Applicants receive a written notification of the date and location of their personal interview either at the time of lodging their application or via postal services. Notifications are generally sent at least one week before the scheduled interview. In cases where an applicant has not provided a habitual



residence or elected residence, the Ministry becomes the default address, and the notification is displayed at the Ministry's premises. The applicant's legal representative also receives the interview notification.

Upon the completion of the personal interview, the agent informs the applicant about the possibility of submitting additional evidence, specifying applicable timelines. This is communicated orally, and the applicant's lawyer may also assist in providing this information and submitting evidence on behalf of the applicant. The informational leaflet provided at the time of lodging the application includes details about the subsequent steps in the procedure. Moreover, the agent conducting the personal interview orally informs the applicant about these next steps. Lawyers also play a role in providing this information to applicants.

Upon the conclusion of the decision-making process, applicants are notified of the decision via a registered letter sent to their usual address or elected residence. A decision sent by post is considered notified three days after its dispatch. In some cases, the decision may be delivered in person. If no usual address or elected residence is available, notification occurs at the premises of the Ministry. If the applicant is represented by a lawyer, the latter also receives notification of the decision.

In cases of a positive decision granting protection status, beneficiaries receive information about their rights and obligations. This information is detailed in the decision document itself, the informational leaflet, and the dedicated website. Beneficiaries are informed about steps required to obtain necessary documentation, the validity of their protection status, travel rights, social benefits such as healthcare, welfare services, housing, education, and vocational training, as well as family reunification. Additional topics include the principle of non-refoulement and conditions under which protection status may be revoked.

In cases of a negative decision, applicants are informed of their right to lodge an appeal, including the relevant deadlines. Information on free judicial assistance is provided at the time of lodging the application and reiterated in the informational leaflet and on the website. The informational leaflet outlines that applicants may seek additional information by contacting the National Reception Office, the President of the [Bar of Luxembourg or Diekirch](#), any lawyer directly. Details about

voluntary return and reintegration are also provided. A leaflet addressing voluntary return is sent alongside the negative decision and is further outlined in the informational materials and website.

## **Legal assistance and representation**

Applicants are informed of their right to legal consultation at the time of lodging their application. It is, however, important to emphasize that legal assistance is provided free of charge to applicants in Luxembourg. The agents of the competent authority, which is the General Department of immigration, provide this information both orally and in written form. Additionally, information may also be provided by the National Reception Office, the President of the [Bar of Luxembourg or Diekirch](#), any lawyer directly, or relevant non-governmental organizations (NGOs).

## **Resettlement and humanitarian admissions**

There are no specific information provision activities reported during the identification phase.

During the selection phase, the General Department of immigration provides information covering various aspects, including an introduction to Luxembourg, its values, and traditions. The topics include religion, the rights and obligations of men and women, children's rights and obligations, cultural habits, and traditions in Luxembourg. Additionally, practical information about available services, arrival procedures, and integration processes is shared.

There are no specific information provision activities reported for the pre-departure and travel phases. Information is provided during the selection phase.

Upon arrival, the Ministry of Family Affairs, Solidarity, Living Together, and Reception of Refugees provides information to resettled individuals. This includes practical guidance to help them navigate their new environment, understand available services, and integrate into Luxembourg society.

An orientation programme is provided to individuals selected for resettlement. It covers a wide range of topics, including:

- General information about Luxembourg.
- Religion and its role in society.
- The rights and obligations of men and women.
- Children's rights and obligations.
- Values, habits, and traditions in Luxembourg.
- Available services, arrival, and integration procedures.

## **Content of protection**

Upon the granting of protection status, individuals receive essential information regarding their rights and obligations. This information is detailed in an informational leaflet handed to applicants when they lodge their application. The information is also made accessible on a dedicated website for beneficiaries. The content of the information encompasses a wide range of critical details such as rights and obligations, the necessary steps for beneficiaries to obtain residence permits and identification cards and the validity of these documents during their stay in Luxembourg.

Information is provided on the conditions under which beneficiaries may lose their protection status and the principle of non-refoulement.

This information is provided orally and in writing by agents of the General Department of immigration. In addition to the leaflets and brochures, beneficiaries also have access to information on the dedicated website, which serves as a comprehensive online resource for asylum seekers and beneficiaries of protection.

For individuals who are hosted in the National Reception Office (NRO) facilities, integration information is provided throughout their stay in the reception centres, regardless of their status. This information is communicated by socio-educational staff, who distribute posters that outline various available integration activities, including language courses, community programs, and other support services. Beneficiaries can also take photos of these posters or receive a physical copy for

future reference.

Once beneficiaries are granted protection status, they are referred to the social office, which becomes the primary point of contact for providing more detailed information and services to assist in their integration into Luxembourgish society.

The National Reception Office (ONA) does not provide employment-specific support tailored to beneficiaries of international protection. However, as part of the initial procedure, applicants for international protection receive an information leaflet upon lodging their application. This leaflet outlines their right to access the labour market once protection is granted, as well as their entitlement to the same adult education and training opportunities, including specialized training programmes and workplace internships, as those available to Luxembourg nationals. In addition, the aforementioned website offers comprehensive information on employment in Luxembourg, including useful links and contact details to guide individuals through the job-seeking process and direct them to professional employment support services.

Beneficiaries of international protection are referred to the Ministry of National Education once their protection status is granted. The Ministry provides information about educational opportunities for both adults and children, including language classes and other educational programs designed to help them integrate into Luxembourg's educational system.

Upon their arrival in Luxembourg as applicants for international protection, beneficiaries of protection receive comprehensive information about the healthcare system, which remains unchanged once they obtain their protection status. Beneficiaries are informed about how to access healthcare services, their rights to medical care, and the procedures to follow. Since the healthcare system is universal, both applicants for international protection and beneficiaries of protection receive the same coverage.

In terms of obtaining a residence permit, beneficiaries are provided with detailed instructions once their protection status is granted. The General Department of immigration sends a cover letter alongside the decision granting international protection. This letter provides clear steps regarding the necessary documentation that beneficiaries need to submit, such as a criminal record and national passport

(for those under subsidiary protection). Additionally, beneficiaries are informed about scheduling an appointment to submit biometric data, which is required for the issuance of their residence permit. This information is delivered by post to the beneficiary's usual or elected residence.

## **Provision of information in reception**

### **Reception conditions**

When applicants for international protection first submit their request for social assistance to benefit from material reception conditions to the National Reception Office (ONA), they are provided with essential information about their rights, obligations, and the internal rules within the reception center. At this point, the administration provides them with detailed explanations about what is expected of them and the entitlements they have as asylum seekers. This information is conveyed during individual interviews, either with single individuals or with families, at the ONA's premises or within the reception facilities.

In addition to these individual interactions, applicants also receive group information as part of the "*Dispositif d'Autonomisation des Primo-Arrivants*"; (DAPA) program, which is designed to educate newcomers about various aspects of their stay in Luxembourg. The program covers the asylum process, the healthcare system, children's rights and education, and how to navigate the administrative aspects of their life in Luxembourg.

The information is primarily provided by the ONA, which is the authority responsible for managing the reception of asylum seekers. For families, the NRO's contracted partner, the Red Cross, also plays a role in delivering this information. Starting from January 2025, the NRO will be responsible for providing this information to all applicants at its administrative building.

The information shared covers various aspects of an applicant's stay in Luxembourg, including access to medical care, internal rules of the reception facilities, socio-educational support, the right to translation services for medical consultations and

social interviews, schooling and compulsory education for children, and material reception conditions such as accommodation, food, and clothing. In addition to these practical details, applicants are also informed about their right to social support, as well as the rules they must follow while residing in reception centers. This guidance is provided both orally and in written form. Oral explanations are often delivered through presentations using visual aids such as PowerPoint slides and diagrams.

Written materials, including brochures and documentation, are provided in French, with translations available in the applicant's native language. Oral translation services are available, and visual aids are used to further facilitate understanding. The ONA also makes use of icons in certain documents, such as internal housing rules.

The ONA ensures that applicants with special needs, such as unaccompanied minors, are given additional support. Once guardianship is assigned and an administrator is appointed, unaccompanied minors are addressed separately, and an individual interview is conducted to address their unique needs and concerns. Similarly, applicants with special needs are provided with tailored information.

The primary online resource for applicants is the [Information Portal for Applicants for International Protection](#), which can be accessed only within Luxembourg. This portal provides a wealth of information about the asylum process, rights, and reception conditions. Additional information is displayed on screens in waiting areas at the ONA, and during group training sessions. Information about organizations that offer specific legal assistance and representation is provided, as well as those that can help or inform applicants for international protection about available reception conditions, including healthcare. This information is provided by the ONA and its contracted partners. In addition, the General Department for immigration also plays a role in providing details about legal assistance options available to them.

Applicants are also provided with detailed information about access to healthcare, including during the initial individual interview, where the ONA explains how Luxembourg's healthcare system works and how to access medical services. Group information sessions, as well as ongoing social support meetings, ensure that applicants have a clear understanding of the healthcare options available to them.

When it comes to employment, applicants are informed about their rights to work in Luxembourg once they have been in the country for six months. After this period, they receive a letter from the General Department for immigration, explaining their access to the labour market. Social workers also offer support and guidance for applicants who have specific questions about the process of obtaining employment.

For applicants with children, information about access to education is provided through several channels. The General Department for immigration ensures that children are registered for compulsory schooling by sending a list to the Ministry of National Education, and social workers assist with the enrolment process. Additionally, applicants are informed about adult education and training opportunities.

## **In detention**

Every detention order is communicated to the detainee in writing in a language they understand and is explained orally by the police officer executing the detention decision. If necessary, an accredited interpreter is provided to translate the decision for the detainee. The written decision always includes the grounds and reasons for detention, as well as information on how to challenge the detention order in court. In rare cases, the detention order may be communicated orally to the detainee, but in such instances, the written order must be delivered within 24 hours.

This information is provided by the police officer executing the detention order, which is issued by the General Department of immigration, either before the detainee is transferred to the detention centre or upon their arrival at the facility. Upon arrival at the holding facility for irregular migrants, the administrative staff informs the detainee about their rights and obligations during their stay, as well as the house rules. This is done both orally and in writing, with a leaflet containing all relevant information in a language the detainee understands.

Upon arrival at the holding facility, the reasons for detention are reiterated to ensure the detainee fully understands the grounds for detention and their right to challenge it in court. Following this, psychosocial staff conduct an intake session where detainees' rights and obligations are explained in more detail, with the assistance of

an interpreter if necessary. The house rules are always available in written form upon request and are displayed in several languages within the living units. Additionally, a dedicated info-channel will soon be available on TV for detainees, providing them with all relevant information regarding daily life in detention.