



## Frequently Asked Questions about the IGP

### 1. What is the scope of action of the IGP?

As part of legality control, the General Police Inspectorate has a general and permanent inspection right, and it can, if necessary, conduct all investigations and verifications.

### 2. Is the IGP the police of the Police?

Yes, but it's more than that. While it does conduct administrative investigations within the framework of legality control on a specific police behavior or, judiciary investigations at the request of the judicial authorities, its fundamental vocation is to control the functioning of the Police to contribute to continuous improvement of the quality of operation and service.

### 3. Is the IGP independent of the Police ?

Independence is guaranteed by the fact that the IGP directly depends on the Minister in charge; it is therefore an external control body of the Police. The IGP is not only independent in law but also in practice. The handling of investigations is characterized by neutrality and objectivity.

### 4. What are the values of the IGP ?

The values of the General Police Inspectorate are :

- Independence from the Police
- Objectivity in its action, assessment, and language
- Transparency in its action
- Integrity

### 5. Does the IGP handle all complains ?

Legality control can, among other things, be initiated by a complaint from an individual who considers themselves a victim of Police malfunction or misconduct by a member of the Police. However, it should be noted that the Inspectorate General of Police is not competent to handle complaints solely about the appropriateness of fines related to traffic violations; these matters remain the responsibility of the Grand Ducal Police or the territorially competent Prosecutor's Office.

## **6. When does the IGP conduct a judicial investigation ?**

The General Inspector, the Deputy General Inspectors, and the police officers of the IGP have the status of judicial police officers. They can therefore carry out preliminary investigations in accordance with the provisions of the Code of Criminal Procedure or be seized by offices of public prosecution or investigating judges for judiciary investigations into criminal offenses committed by one or more members of the Police.

## **7. Does the citizen have the possibility to know the progress of a filed complaint?**

When filing a complaint, the citizen is immediately informed of its receipt and the subsequent process: whether an administrative investigation is conducted within the IGP or the case is forwarded to judicial authorities. The citizen will also be informed, in writing, of the department examining the complaint and the investigators handling the case. The citizen will be informed of the results when the case is closed.

## **8. What are the processing times for an investigation ?**

Regarding administrative cases, processing times range from two to three months from the receipt of the complaint. For judiciary investigations, there are no fixed deadlines, and the processing time depends on the circumstances surrounding the case.

## **9. What are the reasons for complaints ?**

The reasons vary. For complaints, they include poor treatment of citizens, inaction by police officers, inappropriate behavior both on and off duty, excessive zeal, etc.

Regularly, summaries of administrative investigations as well as annual statistics are published on the IGP website for informational purposes.

Concerning judiciary investigations, they involve cases of police misconduct, abuse of power, breach of professional secrecy, forgery, insults, etc.

## **10. What about control procedures run by the Police ?**

For any questions regarding specific Police procedures without wanting to file a complaint with the IGP, the Grand Ducal Police can provide explanations. You can ask your question by writing/calling the General Secretariat of the Grand Ducal Police (Route De Trèves - Complex A L-2957 Luxembourg, Tel: 4997 2010), or by submitting your request electronically via the following link: <https://police.public.lu/fr/commissariat-virtuel/contacter-police/index.php>.

## **11. Where can citizens file complaints??**

Regardless of the nature of the complaint against the police, whether criminal or non-criminal, citizens always have two options::

- They can either go to one of the police stations. The officer will record the facts as reported by the citizen and forward them accordingly. It should be noted, however, that any complaint against a police officer must be recorded by any police unit. Any complaint directed directly to the Police will also reach the General Inspectorate Police.
  - they can directly contact the Inspectorate General of Police using one of the proposed methods. It is possible to contact the IGP via email ([info@igp.public.lu](mailto:info@igp.public.lu)), by post (B.P. 1202, L-1012 Luxembourg), or by phone (+352 26 48 53-1), as well as by visiting their offices at 11, rue Robert Stumper in L-2557 Gasperich during office hours, namely from 8 a.m. to 12 p.m. and from 1 p.m. to 4 p.m.  
d'ouverture des bureaux, à sav6h.
- ☒ citizens can also submit their grievances, complaints, or complaints to the attention of the IGP via the "guichet.lu" website, the administrative guide of the Luxembourg State. Forms are available in German and French. This is a simplified means offered to citizens to complain or file a complaint against the Police if they feel affected by the behavior of a Police member or if they are not satisfied with the service provided by the Police or by a police officer ([lien vers IGP sur guichet.lu](#)).

Ultimately, it is up to the citizen to decide how they want their complaint/claim to be handled. In exceptional cases, a complainant may ask the IGP not to reveal their identity.

## **12. What are the contact details and opening hours of the IGP?**

Our office at 11 rue Robert Stumper in L-2557 Gasperich is open every working day from 8 am to 12 pm and from 1 pm to 4 pm.

## **13. Comment joindre des annexes ou photos à une plainte ?**

Currently, attachments or photos can only be included by sending a specific email to the address [info@igp.public.lu](mailto:info@igp.public.lu) .

## **14. Does the IGP have a multilingual website?**

The IGP website is available in French, Luxembourgish, German, and English. It can be accessed via the following link: <https://igp.gouvernement.lu/>

## **15. How does the IGP recruit its staff?**

The IGP has personnel from both the police career and the administrative and technical career of the State. As an independent institution, the IGP selects and recruits its personnel. For members of the police cadre, recruitment is done through a call for applications within the Police.

For personnel in the administrative and technical career, the recruitment procedure follows the ordinary recruitment organized through the Ministry of the Civil Service (MFP). Administrative (MFRA).