

## Vacancy: research & design for social justice

The (University of Amsterdam) Law Hub and ConsumentenClaim are looking for a design student who is interested in researching and redesigning a new process for mass claims procedures.

ConsumentenClaim is the largest collective claim specialist in the Netherlands. They fulfil an important social function: they stand up for consumers who have been victims of unfair price agreements, privacy violations and other justice miscarriages. They help victims to receive compensation for the damage caused by large companies and institutions. They work on a no-cure-no-pay basis and have already helped many victims to recover their damages.

The Amsterdam Law Hub is an innovation space at the University of Amsterdam Law School, where designers work hand in hand with legal professionals to solve social justice issues. The Law Hub supports NGOs and social justice organisations such as ConsumentenClaim by guiding students and researchers to combine their academic knowledge with practical problem-solving skills.

ConsumentenClaim and the Amsterdam Law Hub have joined hands to re-design the processing of mass claims. ConsumentenClaim is currently working on processing damages of over 200.000 consumer victims at once. Because the cases must be litigated individually, preparing the case, but also writing the procedural documents, takes a lot of time. We think that with the help of design and new digital solutions this process could be shortened in time. As such, more cases could be handled to restore consumer rights for citizens in the Netherlands.

We are looking for a design student who is available to thoroughly analyse the current process used to process mass claims at ConsumentenClaim, while also presenting new possible solutions that could improve this process. The student will also receive guidance from the Amsterdam Law Hub. The location of the research is in Amsterdam and in-person interactions will be expected on a weekly basis. Travel reimbursement is available, but the overall research is not funded. Therefore, we hope to find a student who is willing and able to integrate this research as part of their thesis. Dutch-speakers are preferred but this is not a strict requirement.

Are you interested to do this research with us? Please apply with your CV and (short) motivation before 6 July 2024. For more information about ConsumentenClaim and the Law Hub you can visit the following websites: [www.consumentenclaim.nl](http://www.consumentenclaim.nl) and [www.amsterdamlawhub.nl](http://www.amsterdamlawhub.nl)



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