

GAZETTE NOTICE NO.

The Advocates Act The Complaints Commission 137th Quarterly Report

(1st January, 2025 to 31st March, 2025)

1. Pursuant to Section 53(9) of the Advocates Act and Rule 12(1) of the Advocates (Complaints Commission) Rules, 1991 it is notified for general information that from 1st January, 2025 to 31st March, 2025, the Commission received a total of three hundred and eight (308) new complaints and submitted them for enquiry under the Preliminary Enquiry initiative. The current status of the above new complaints is as shown below:

S.NO	STATUS	NO. OF COMPLAINTS
1	Rejected	42
2	Undergoing Preliminary Enquiry and therefore carried over to the next quarter	266

2. The total number of complaints carried over to the period under review (that is 1st January, 2025 to 31st March, 2025) from previous quarters are two thousand seven hundred and seventy seven (2777).
3. During the period under review a total of one hundred and thirty two (132) complaints were classified and files opened. The nature of new complaints classified is as shown below: -

S.NO	NATURE OF COMPLAINTS	NO. OF COMPLAINTS
1	Failure to render professional services	17
2	Withholding funds	85
3	overcharging	3

4	Failure to inform client	7
5	Failure to account	17
6	Practicing without a license	1
7	Acting without instructions	2
TOTAL		132

4. Complaints filed against advocates/firms of advocates were disposed of in the following manner during the period under review: -

i. Preliminary Enquiry (PE) complaints:

Total number of complaints closed under the Preliminary Enquiry (PE) initiative were one hundred and eighty two (182)

ii. Classified Complaints:

Total number of complaints finalised were forty five (45) whose details are as follows:

S.NO	ACTION	NO. OF COMPLAINTS
1	Settled	36
2	No substance	4
3	Abandoned	3
4	Abated	1
5	Rejected	1
TOTAL		45

5. Pursuant to section 53(4) and in the spirit of section 53(5) of the Advocates Act, forty five (45) complaints were settled amicably at the Advocates Complaints Commission.

6. The Commission in the process of settling complaints during the period under review facilitated recovery and payment of Kenya shillings four million, eight hundred and eighty six thousand nine hundred and ninety six (Kes. 4,886,996.00) to complainants.

7. The matters referred to the Disciplinary Committee during the same period for further action and in accordance with Section 60(1) of the Advocates Act were seventy four (74).

8. In summary

S/NO.	DESCRIPTION	NO. OF COMPLAINTS
1	Complaints brought forward to the period 1 st January, 2025 to 31 st March, 2025 from previous quarters	2777
2	Complaints received between 1 st January, 2025 to 31 st March, 2025	308
TOTAL COMPLAINTS FOR THE PERIOD UNDER REVIEW		3085
3	Files disposed of during the period under review	227
TOTAL PENDING COMPLAINTS AS AT 31 st March, 2025		2858

Dated at Nairobi this 1st day of April, 2025.



MOSES K. CHEBOI
CHAIRMAN,
ADVOCATES COMPLAINTS COMMISSION