

How to Lodge a Complaint

Obtain a Help Form from ACC Offices or Office of the Attorney General Regional Offices or from www.acc.go.ke for FREE

Complete a Help Form, attach Identification documents and other evidence supporting the Complaint

Submit a signed Help Form by Hand delivery, Courier or email a scanned copy to (acc@ag.go.ke)

Contact Address:

The Secretary
Advocates Complaints Commission
Office of the Attorney General &
Department of Justice
Co-operative Bank House
Haile Selassie Avenue, Nairobi
P.O. Box 48048-00100
Telephone: +254-20-2224029 or
2240337
0700 572 929 or 0732 529 995
Email: acc@ag.go.ke
Website: www.acc.go.ke

*Visitors are requested to report to the
Reception Desk on the 20th Floor of
Co-operative Bank House
Haile Selassie Avenue, Nairobi*



REPUBLIC OF KENYA

**OFFICE OF
THE ATTORNEY GENERAL
&
DEPARTMENT OF JUSTICE**

**ADVOCATES
COMPLAINTS
COMMISSION**

Vision:

*To Inspire Greater Public
Confidence in the Legal
Profession*

Legal Watch

About Us

The Advocates Complaints Commission (ACC) is a department within the Office of the Attorney General and Department of Justice responsible for receiving, investigating, promoting reconciliation and prosecuting complaints made against an advocate, firm of advocates, or any member or employee of the law firm.

Mission

The ACC is committed to providing efficient and effective services in the handling of complaints of professional misconduct against advocates

Our Core Values

In pursuit of excellence in the delivery of our services, we are guided by the following values:



What Types of Complaints can be reported at the ACC?

1. Withholding funds
2. Failure to account to a client
3. Failure to keep a client informed
4. Issuing cheques which are subsequently dishonoured. This is also a criminal offence.
5. Failure by an advocate to honour a professional undertaking
6. Delay (no active steps taken by an advocate to prosecute or finalize a client's matter)

7. Failure to reply to correspondences or other communication from professional colleagues and the ACC
8. Failure to comply with instructions from clients or acting contrary to clients' instructions
9. Failure to release a file or documents especially where instructions have been withdrawn from the advocate
10. Overcharging
11. Undercutting (charging fees below that which is prescribed in the Advocates Remuneration Order)
12. Failure to attend court
13. Conflict of interest
14. Demanding fees from a person who is not a client
15. Advocate practicing without a certificate.

When Dealing with an Advocate, ensure that you:

1. Put your instructions in writing.
2. Agree on fees payment in writing.
3. Do all communications in writing.
4. Ask and retain copies of all documents and communications.
5. Agree on meeting times and venues in writing.
6. Check on the status of the advocate whether he/she is licensed to practice in the Law Society of Kenya website (<https://online.lsk.or.ke/>)
7. Ask for payment receipts.
8. Agree on the scope of advocate engagement in writing.

Types of Complaints Not Handled by ACC

1. Cases relating purely to negligence of advocates in the discharge of their duties.
2. Complaints against judicial officers and state counsels.

The ACC Disciplinary Process

