



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

ADVOCATES COMPLAINTS COMMISSION

CUSTOMER SERVICE DELIVERY CHARTER

Revised July 2018

PREAMBLE

This Charter is a commitment by the Advocates Complaints Commission (ACC) to improve the handling of complaints against advocates made by the Public.

MANDATE

The Advocates Complaints Commission (ACC) is responsible for receiving, investigating, promoting reconciliation and prosecuting complaints made against an advocate, firm of advocates, a member or employee of the firm.

VISION

To inspire greater public confidence in the legal profession.

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 will be guided by the following values:

- Integrity
- Transparency and accountability
- Team spirit
- Discipline
- Respect and courtesy
- Efficiency and effectiveness
- Professionalism
- Impartiality and fairness.

CUSTOMERS' OBLIGATIONS

We expect the complainants to:

- Provide accurate information and necessary supporting documents when making a complaint
- Respond promptly to our correspondence
- Report to our offices promptly when requested to and
- Be courteous and respectful.

OUR COMMITMENTS AND SERVICE STANDARDS:

The Commission is committed to:

- Attending to you within 20 minutes;
- Responding to your correspondence within 14 days;
- Treating our clients with courtesy and respect;
- Handling your matter with the urgency it deserves, which may include giving legal advice, regular updating of status and referral to the concerned institutions;
- Treating your complaint with confidentiality;
- Professional and transparent handling of complaints.

SERVICES

NO.	SERVICE OFFERED	REQUIREMENTS TO OBTAIN THE SERVICE	COSTS	TIME LINES
1.	File Opening	Provide relevant documents and accurate information	Nil	7 days
2.	Preliminary Inquiry	Relevant documents	Nil	30 days
3.	Facilitating In House Dispute Resolution sessions	Presence of parties to the dispute and their representatives	Nil	Continuous
4.	Investigation of complaint	Relevant information and Documents, liaising with third parties	Nil	Continuous
5.	Forwarding complaints to the Disciplinary Tribunal	Provide all necessary information, documents and witnesses	Nil	Within 90 days
6.	Prosecution of complaints	Attend the proceedings, provide necessary information.	Nil	Continuous

The Office of the Attorney-General and Department of Justice is a corruption free zone. It is an offense to compromise or give a bribe to a public servant for delivery of services.

COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or any officer who is not upto to the commitments to courtesy and excellence in service delivery should be reported to:

The Solicitor-General/Accounting officer, Office of the Attorney-General and Department of Justice, Sheria House, Harambee Avenue, P. O. Box: 40112-00200, Nairobi. Tel. No: 254 20 2227461/ 254 20 2251355 Cellphone: 254 700 072 929/ 254 732 529995 E-mail: ag@ag.go.ke/ info@ag.go.ke Website: www.statelaw.go.ke.	The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, West End Towers, 2nd floor, P. O. Box 20414-00200, Nairobi. Tel. No.: 254 2 2270000 E-mail: complain@ombudsman.go.ke Website: www.ombudsman.go.ke	The Secretary, Advocates Complaints Commission, Co-operative Bank House, 20th Floor, Haile-Selassie Avenue, P.O. Box 48048-00100, Nairobi Tel. No.: +254 2 2224029/2240337 E-mail: acc@ag.go.ke Website: www.acc.go.ke
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