



IPOA (Independent Policing Oversight Authority)

For complaints about police misconduct or excessive force

What This Office Does IPOA provides civilian oversight of the National Police Service. It investigates deaths and serious injuries caused by police, receives complaints about police misconduct, and recommends disciplinary action or prosecution where police have acted wrongfully.

Relevant Laws Constitution of Kenya 2010 — Article 244 | Independent Policing Oversight Authority Act No. 35 of 2011 | National Police Service Act, 2011

Who Can Use It Any person who has experienced or witnessed police misconduct, excessive force, unlawful arrest, or death or serious injury caused by police action.

Problems It Handles Police beat, shot at, or seriously injured someone | Death during or after police action | Unlawful arrest or detention | Police extortion, bribery, or harassment | Torture or cruel treatment in custody | Police intimidation or threats

How to Complain

1. Call toll-free 1559 — completely free from any phone.
2. Or email complaints@ipoa.go.ke, visit a regional office, or write a letter.
3. Provide your name, contacts, what happened, when and where, and the officer's name or description.
4. Include supporting evidence — photos, medical reports, witness contacts — if available.
5. IPOA will record and assign your complaint for investigation.

What to Expect IPOA will investigate and can recommend disciplinary action, refer the matter to the DPP for prosecution, or refer it to the police's Internal Affairs Unit.

What It Cannot Do Cannot discipline officers directly — only makes recommendations | Cannot handle complaints about private security guards | Cannot represent you in court | Cannot guarantee prosecution

💡 *Document injuries with photos and get a medical examination as soon as possible. This evidence is critical.*



Contacts Toll Free: 1559 Phone: +254 792 532 626/627 | +254 773 999 000 Email: complaints@ipoa.go.ke Website: www.ipoa.go.ke Regional offices: Mombasa, Kisumu, Nakuru, Eldoret, Garissa, Nyeri, Kakamega, Meru

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