



THE LABOUR OFFICE

For complaints about unfair treatment at work or wage disputes

What This Office Does The Labour Office — under the Ministry of Labour and Social Protection — enforces Kenya's employment laws. Labour Officers receive worker complaints, investigate, facilitate conciliation between employers and employees, and can recommend remedies including payment of owed wages.

Relevant Laws Constitution of Kenya 2010 — Article 41 (Labour Rights) | Employment Act No. 11 of 2007 | Labour Institutions Act No. 12 of 2007 | Labour Relations Act No. 14 of 2007 | Work Injury Benefits Act No. 13 of 2007

Who Can Use It Any employee — formal or informal, union member or not, including casual workers, domestic workers, and contract workers.

Problems It Handles Employer has not paid your salary or wages | Unfair or wrongful dismissal | Unlawful deductions from your pay | Excessive working hours without compensation | Denial of maternity or sick leave | Sexual harassment at work | Employer has not registered you for NSSF or NHIF | Work injury with no employer response

How to Complain

1. Visit the nearest Labour Office in your county — every county has one.
2. Report your complaint to the Labour Officer. It will be recorded on Form LD 64.
3. The Labour Officer will contact your employer and call both parties for a conciliation meeting within 7 days.
4. If you reach an agreement, it is signed and your employer pays what is owed.
5. If no agreement is reached, the matter can be escalated to the Employment and Labour Relations Court.

What to Expect The process is free. The Labour Officer can review employment records, interview both parties, and recommend remedies. If the employer refuses to comply, the matter moves to the Employment and Labour Relations Court for a legally enforceable order.

What It Cannot Do Cannot represent you in court | Cannot directly force payment without a court order | Does not handle disputes between self-employed people and clients | Complaints must generally be filed within 3 years



💡 *Bring your employment contract, payslips, any letters from your employer, and the full business name and address when you visit.*

Contacts Website: www.labour.go.ke Head Office: Social Security House, Bishop Road, Upper Hill, Nairobi Access: Visit the Labour Office in your county For unresolved disputes: Employment & Labour Relations Court — judiciary.go.ke

This guide is for information only and does not constitute legal advice.