



OMBUDSMAN (Commission on Administrative Justice)

For complaints against public offices that treated you unfairly

What This Office Does The Ombudsman investigates how public offices treat people. If a government office ignored you, delayed your case, treated you unfairly, or made an arbitrary decision, you can bring your complaint here. It also enforces your right to access government-held information.

Relevant Laws Constitution of Kenya 2010 — Articles 47 and 59(4) | Commission on Administrative Justice Act, 2011 | Access to Information Act, 2016 | Fair Administrative Action Act, 2015

Who Can Use It Any person treated unfairly by a national or county government office or officer.

Problems It Handles A government office ignored your application or request | Your case has been pending for months with no action | A public officer was rude, threatened, or harassed you | You were denied a service without a proper reason | A government office refused to give you information you are entitled to

How to Complain

1. Try to resolve the issue with the government office first. Keep a record.
2. File online at cmis.ombudsman.go.ke, visit any CAJ office or Huduma Centre, or send an email.
3. Provide your name, contacts, which office you are complaining about, what happened, and what you want done.
4. Attach any supporting documents — letters, receipts, screenshots.
5. You will receive a reference number. Your complaint will be reviewed within 10 working days.

What to Expect CAJ will contact the government office, investigate, and work toward resolution through mediation or a formal recommendation. You can track your complaint online if filed through the portal.



What It Cannot Do Cannot handle complaints against private companies | Cannot override a court decision | Cannot take up cases already before a court | Its recommendations are not automatically legally binding

💡 *Write down everything — dates, names of officers you spoke to, and what was said. This makes your complaint much stronger.*

Contacts Address: 2nd Floor, West End Towers, Waiyaki Way, Westlands, Nairobi Phone: +254-20-2270000 | Toll Free: 0800221349 Email: complain@ombudsman.go.ke Website: www.ombudsman.go.ke

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