



CORE AGREEMENTS

Grievance and Complaints Policy

How to complain about a decision, a piece of content, or our handling of your data, what we commit to in response, and where to go if we do not resolve it.

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AT A GLANCE

A plain-language summary. The numbered clauses below are what legally applies.

- One address for everything: legal@lacspace.com. Acknowledged in 3 working days.
- Decided within 21 days, by someone who did not make the original decision.
- Free, and you do not need a lawyer or a particular form of words.
- You can escalate internally once, then externally to the authorities.
- We never retaliate for a complaint made in good faith.

1. Scope

- 1.1 This policy covers complaints about content on the Service, about an enforcement decision, about the handling of your personal data, and about our conduct generally.
- 1.2 It is available to any person, whether or not they hold an account.
- 1.3 It is free. No fee is charged at any stage.
- 1.4 You do not need a lawyer, a particular form of words, or a template.
- 1.5 A complaint may be made in English or Nepali.
- 1.6 This policy does not replace any legal right you hold, and using it does not prevent you exercising one.

2. How to complain

- 2.1 Send your complaint to legal@lacspace.com with "Complaint" in the subject line.
- 2.2 Tell us what happened, when, and what outcome you are seeking.
- 2.3 Include a link to any content or decision involved.
- 2.4 Include a reference number if you have one from an earlier notice.

- 2.5 Where the complaint concerns abuse or safety, use abuse@lacspace.com instead so that it is prioritised.
- 2.6 Where it concerns a security issue, use security@lacspace.com.
- 2.7 Complaints may also be sent by post to the registered office at Bhimsengola, Sinamangal, Kathmandu, Bagmati Province, Nepal.

3. What we commit to

- 3.1 We acknowledge every complaint within three working days.
- 3.2 We give the complaint a reference number, which you should quote in later correspondence.
- 3.3 We tell you who is handling it.
- 3.4 We reach a decision within twenty-one days of acknowledgement.
- 3.5 Where a complaint is complex and will take longer, we tell you before the twenty-one days expire, explain why, and give a revised date.
- 3.6 A complaint about an enforcement decision is decided by a person who was not involved in that decision.
- 3.7 We give reasons that engage with the points you raised, rather than restating the policy.
- 3.8 We tell you what, if anything, we have changed as a result.

4. Escalation

- 4.1 If you are not satisfied with the outcome, you may escalate once, within thirty days, by replying and asking for escalation.
- 4.2 An escalated complaint is reviewed by a senior person who was not involved at either earlier stage.
- 4.3 An escalation is decided within twenty-eight days.
- 4.4 The escalation decision is our final internal position.
- 4.5 We tell you at that point what external routes remain open to you.

5. External routes

- 5.1 A complaint about personal data may be taken to the relevant authority in Nepal under the Individual Privacy Act 2075.
- 5.2 A complaint about content that is unlawful may be taken to the Nepal Police Cyber Bureau.
- 5.3 A complaint about a consumer matter may be taken to the relevant consumer protection authority.
- 5.4 A copyright dispute may be pursued through the courts regardless of the outcome here.
- 5.5 We will not treat your use of an external route as a breach of our Terms.
- 5.6 We will provide, on request, a written record of the complaint and our decision, for use in an external process.

6. What we will not do

- 6.1 We will not retaliate against you for making a complaint in good faith.
- 6.2 We will not close or restrict your account because you complained.

- 6.3 We will not require you to waive any right as a condition of resolving a complaint.
- 6.4 We will not require confidentiality as a condition of a remedy.
- 6.5 We will not disclose your identity to a person you complained about, except where the law requires it.
- 6.6 We will not charge you.

7. Vexatious and repeated complaints

- 7.1 We may decline to process a complaint that repeats one already decided, where no new evidence is offered.
- 7.2 We may decline to process a complaint made in order to harass a person or our staff.
- 7.3 Where we decline, we say so in writing and explain why.
- 7.4 Declining a complaint does not affect your external routes.
- 7.5 A person whose complaints are consistently vexatious may be restricted to a single written channel.

8. What helps us decide quickly

- 8.1 A direct link to the content or the notice you are complaining about.
- 8.2 The date and approximate time the thing you are complaining about happened.
- 8.3 The reference number from any notice you received.
- 8.4 A screenshot, where the content has since been removed or edited.
- 8.5 A clear statement of the outcome you want, which is often the fastest route to getting it.
- 8.6 Anything you believe we got factually wrong, identified specifically rather than generally.

9. Records

- 9.1 We record every complaint, its reference, the decision and the date.
- 9.2 Complaint records are retained for five years.
- 9.3 You may request the record relating to your own complaint.
- 9.4 We review complaint patterns periodically to identify policy or product problems.
- 9.5 We may publish aggregate statistics containing no personal data.

Version history

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- Initial publication.
- Fixed acknowledgement at 3 working days, decision at 21 days and escalation at 28.
- Committed to escalation being handled by someone uninvolved at both earlier stages.
- Committed to no confidentiality condition and no waiver as a condition of remedy.

Publisher, contact and document control



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