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.

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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.

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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

v1.0 - 29 August 2026

- 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.

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