KHATA BY LACSPACE
Legal Centre - Controlled legal document

Grievance & Complaints Policy

How to raise a complaint about Khata, who handles it, how long it takes, and what to do if you are not satisfied.

Version v1.0 - Effective 29 August 2026 - Updated 29 August 2026 - 7 sections - 17 clauses

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AT A GLANCE

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

- Complaints go to grievance@lacspace.com, or through the contact form.
- We acknowledge within 48 hours and aim to resolve within 30 days.
- You can complain about the service, your data, content on a partner page, or our conduct.
- If you are not satisfied, you can escalate - and you can always go to a regulator or a court instead.

1. Scope

1.1 This policy covers complaints about the Khata mobile app, the web dashboard, the staff portal and this website, all operated by Lacspace Corporation Pvt. Ltd.

1.2 It covers complaints about the service itself, about how we handle your information, about content published on a Khata store page, and about the conduct of our team.

1.3 It does not cover a dispute between you and a shop that uses Khata. If a shop has billed you incorrectly, that is a matter between you and the shop; we do not hold their commercial relationship with you and cannot adjudicate it.

2. How To Raise A Complaint

2.1 Write to grievance@lacspace.com, or use the contact form at lskhata.com/contact and say clearly that you are making a complaint.

2.2 Please include, so far as you can:

- The phone number or business name on the account concerned.
- What happened, and what you expected instead.
- When it happened, and whether it is still happening.
- A screenshot, if you have one.

2.3 You do not need to use any particular form of words, and you do not need a lawyer to complain to us.

3. What Happens Next

3.1 We acknowledge every complaint within 48 hours of receiving it. The acknowledgement tells you who is handling it.

3.2 We aim to resolve complaints within 30 days of acknowledgement. Where something will take longer, we tell you why and give a revised date rather than letting the deadline pass silently.

3.3 If we need something from you to proceed, we ask once and clearly. A complaint is not closed for inactivity without telling you first.

4. Grievance Officer

4.1 Complaints are handled by the Grievance Officer for Lacspace Corporation Pvt. Ltd.

- Email: grievance@lacspace.com
- Post: Lacspace Corporation Pvt. Ltd., Kathmandu, Nepal

4.2 Data protection questions - access, correction, export or deletion of your information - may also be sent to privacy@lacspace.com, and security reports to security@lacspace.com. All three reach the same team; the separate addresses exist so an urgent security report is not queued behind a billing question.

5. Content On A Partner Store Page

5.1 Businesses using Khata can publish a public store page. The content on it is theirs, not ours.

5.2 If a store page carries content that is unlawful, infringes your rights, or misrepresents you, write to grievance@lacspace.com with the page address and what is wrong with it. We will assess it and can unpublish a page.

5.3 We do not review store pages before they are published, and we are not in a position to judge a commercial dispute between you and a shop. What we can do is act on unlawful content.

6. If You Are Not Satisfied

6.1 Reply to our response and say why. A complaint you are not satisfied with is reviewed by someone who did not handle it the first time.

6.2 Nothing in this policy limits your right to approach a regulator, a consumer forum or a court. You do not have to exhaust this process first, and using it does not waive any right you have.

7. Changes

7.1 This policy is versioned and dated. The version in force is the one published at lskhata.com/legal/grievance.

Version history

v1.0 - 29 August 2026

- First publication. Previously there was no stated complaints route, named contact or response window.

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