



Complaint Handling Procedure

Submitting Your Complaint

If you have a complaint regarding LaSalle Investment Management in the UK, please let us know. You can raise your complaint by writing to our Compliance Officer at the address below:

The Compliance Officer
LaSalle Investment Management
One Curzon Street
London W1J 5HD

Alternatively, complaints can be sent via email to: richard.mowthorpe@lasalle.com

LaSalle's Complaint Handling Process

Our Compliance Officer will respond promptly to acknowledge your complaint. LaSalle implemented an impartial complaints process to ensure that your concerns are handled fairly.

To enable us to investigate your grievance as swiftly as possible please make sure you describe your concerns in sufficient detail. We may contact you if we need any further information.

Once the Compliance Officer completes his assessment, he will contact you with the final report.

If the final report offers any remedial action which you chose to accept, LaSalle undertakes to comply promptly with its findings.

Taking into account the scope of our activities and our client base, it is unlikely that you will be eligible to refer your complaint to the Financial Ombudsman Service. Our final response will contain further information including an indication whether you may be considered an eligible complainant for the Financial Ombudsman Service considering your specific circumstances.

If you'd like to obtain more details on our complaints handling process, please email richard.mowthorpe@lasalle.com.



LaSalle Investment Management
One Curzon Street
London W1J 5HD

[lasalle.com](https://www.lasalle.com)