



# Complaints Handling Process

AS AT MARCH 2023

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## SUMMARY

As a MiFID firm LaSalle is required to comply with DISP provisions relating to MiFID complaints. These provisions apply only to MiFID and equivalent third country business (which doesn't include direct investment in real estate). However, to treat its customers fairly and achieve best client outcomes, LaSalle will apply this Policy to all its current and prospective clients.

## DEFINITION AND SCOPE

A complaint, and a MiFID complaint, is defined as any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service or a redress determination which alleges that the complainant has suffered or may suffer financial loss, material distress or material inconvenience.

While this Policy relates to handling complaints received from any client (regardless of their client categorisation status), only Eligible Complainants can bring their claim to the Financial Ombudsman Service if they are not content with the outcome of LaSalle's complaints handling. Due to the limitations to its Scope of Permission, LaSalle does not conduct business within any Eligible Complainants. Consequently, provisions of DISP relating to Eligible Complainants do not apply to LaSalle.

## 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: [marta.metsch@lasalle.com](mailto:marta.metsch@lasalle.com)

## LASALLE'S CORPORATE 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 their assessment, they will contact you with the final report.

If the final report offers any remedial action which you choose 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 [marta.metsch@lasalle.com](mailto:marta.metsch@lasalle.com)



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