

## **Information Released under Freedom of Information Act**

**Subject:** The number and general nature of complaints received by Companies house since 1 January 2005 to 26 August 2006 and the number of complaints concerning web filing.

**Date Released:** 20 September 2006

**Summary of request:** The number of complaints Companies House has had from 1 January 2005 to 26 August 2006 and also, the general nature of each complaint and how many relate to form 363 (annual return form) or web filing issues.

### **Information released:**

From January 2005 to the end of August 2006 there were 65,361 complaints in total. In general the complaints cover all of the Companies House input and output services, such as Companies House Contact Centre, Companies House Direct (CHD), E Filing, Companies House Website, Fax Service, Documents, Web filing etc

Included in the total figure of 65,361 are 5279 web filing complaints. The nature of these complaints cover a variety of reasons such as 'authentication code not received', 'system down', 'unable to file electronically' 'service hours' etc

Also included in the total figure of 65,361 are 4825 annual return form 363 complaints. The nature of these complaints also cover a variety of reasons such as 'disputes of filing' 'advice and information', 'shareholders details missing', 'new fees', 'document missing' etc