Information Released under Freedom of Information Act

Subject: The number of complaints made to Companies House concerning alleged non receipt of documents and the number of occasions that Companies House has accepted that documents have been received but not properly logged at Companies House

Date Released: 18 April 2007

Summary of request: The number of complaints made to Companies House concerning alleged non receipt of Companies House returns and whether Companies House has accepted that on occasions mailed items have been received in Companies House but not properly logged on receipt in Companies House.

Information released:

You ask for the number of complaints made to Companies House about alleged non received Companies House returns. You have not specified a particular period in time but I have attached a report (below) for the period April 2005 to March 2007. The report shows the total number of occasions during a month where a customer has alleged that a document was delivered but has not been registered at Companies House. For example during April 2005 there were 122 complaints made where it was alleged that a document was submitted to Companies House but not registered.

You have asked whether Companies House has accepted that on occasions mailed items may have been received in Companies House but not properly logged on receipt in Companies House.

As you will see from the report below we do keep a record of the occasions where a customer complains that a document has been lost. The table also shows the number of occasions where we have investigated and agreed that the customer was correct. For example during April 2005 there were 122 complaints that a document was submitted but not registered at Companies House. All of these cases were investigated and the first row shows the number i.e. 79 cases where we could find no trace of the document and where the customer could not provide proof of posting. The remaining rows, 43 occasions in total, show the number of cases where we have agreed that we were at fault in some way.

	Customer	DEB Postroom	Postroom	Presentor	Unjustified	RM	Public Search	DOF Unknown	Customer Care	Scanning	DEB Scanning	Deb Support	Web Filing	Compliance	Royal Mail	Total
Apr-05	79	23	2	12	2	3								1		**122**
May-05	86	11	2	11	3	4										**117**
Jun-05	124	11	2	14	1	20						2				**174**
Jul-05	90	15		1	2	2				1						**111**
Aug-05	96	20		1	5											**122**
Sep-05	82	80	1	3	8	3							1			**178**
Oct-05	66	39	1	3	3	6										**118**
Nov-05	77	42	1	1		6										**127**
Dec-05	77	47	1	1	2	4						1				**133**
Jan-06	69	40		2	1	2					2					**116**
Feb-06	99	37	3	2	1	6				1						**149**
Mar-06	143	58	3			9		5	1							**219**
Apr-06	78	19	1			9		1								**108**
May-06	68	39			1	5										**113**
Jun-06	72	25		2	1		1									**101**
Jul-06	58	34			2	1										**95**
Aug-06	61	26			4	3										**94**
Sep-06	41	28		1												**70**
Oct-06	56	13														**69**
Nov-06	55	19		1	1											**76**
Dec-06	40	20	1													**61**
Jan-07	35	30		1	1	1									1	**69**
Feb-07	36	11		1	1									1		**50**
Mar-07	61	27	3			1										**92**