

Information Released under Freedom of Information Act

Subject: Request for details of Companies House London office opening and collection times

Date Released: 4 April 2016

Summary of request: The enquirer requested details of Companies House London office opening and collection times

Information Released

I can confirm that The London Information Centre is open Monday to Friday between the hours of 9.00am and 5.00pm enabling customers to deliver any documentation to Companies House and obtain a dated receipt as proof of delivery. Outside of these hours customers are still able to deliver documents to the London Information Centre by utilising the letterbox at the entrance to the office, however, they will not be able to obtain a receipt of delivery.

If documents are delivered to the London Information Centre between the hours of 5.00pm and 12.00am, these documents will be collected at 12.00am, given that day's date as date of receipt and then transported to the Cardiff office of Companies House. Anything delivered after midnight is dealt with by the London staff the following morning, and in doing so is giving that day as the receipt date.

If any documentation is delivered to the London Information Centre from 12.00am Saturday morning onwards is dealt with by staff when they arrive into work on the next working day (usually Monday, but can change with regards to Bank Holidays). However, any documents handed in during this time period is given the receipt date of the previous Friday (or last working day prior to Bank Holidays) as there is no way of differentiating between dates of receipt over a weekend period.

Staff names or ID would not be disclosed as this would be considered personal information under section 40 of the Freedom of Information Act.