

Information Released under Freedom of Information Act

Subject: Request for a copy of Companies House Disability Policy for customers

Date Released: 13 May 2015

Summary of request: The enquirer requested a copy of Companies House Disability Policy for customers

Information Released

You requested a copy of CH Equality and Diversity Policy relating to customers. I must advise that CH does not hold a policy relating to customers.

Under the Disability Discrimination Act, CH has to meet certain web accessibility guidelines and we are constantly working to make our website and services as accessible and usable as possible. The following link is from our WebCheck page which says a little about what we do and what customers should do if they have any difficulties.

<http://resources.companieshouse.gov.uk/legal/accessibility.shtml>

When CH is advised by a customer/officer that they have a condition(s) that impacts on their ability to file documents or use CH systems, CH will consider whether there are any reasonable adjustments that can be put in place to provide assistance to suit their individual needs. CH will not be aware of these difficulties until the individual customer informs CH of their position.