



Information Released under Freedom of Information Act

Subject: Request for statistics on missing mail in Companies House

Date Released: 24 January 2014

Summary of request: The enquirer requested for statistics on missing mail in Companies House

Information released

You have asked how many instances of missing mail reported at Companies House there has been throughout the last 6 months.

You will appreciate that as a public registry we receive huge quantities of mail each year. Any documents lost within the organisation are a cause for concern and every effort is made to ensure that we do everything within our power to minimise these occurrences.

If I may explain Companies House would only be aware that a document was missing if we were notified by a customer.

Having made extensive enquiries within Companies House, I have provided statistics supplied by our Customer Services Department whom log all cases where customers have made complaints regarding missing documents. Please note that these figures cannot be used as definitive as the figures may include for example documents lost by mail delivery companies, documents that company directors believe accountants or solicitors have filed on their behalf.

	Jul-13	Aug -13	Sep - 13	Oct - 13	Nov - 13	Dec - 13	Total
Dispute of Filing	15	14	18	28	19	17	111