

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

**Subject:** Request for details of complaints made against Companies House since 1 January 2015

**Date Released:** 19 May 2015

**Summary of request:** The enquirer requested details of complaints made against Companies House since 1 January 2015

### **Information Released**

I have interpreted your enquiry as a request for details of complaints received relating to 'Companies House' as an overall organisation as you have not specified a complaint type. I have been advised by our Customer Services department that there were 35 complaints of this nature since 1st January 2015.

These complaints cover a range of categories including:

- Document issues, such as entered incorrectly/rejected incorrectly/delayed
- Incorrect advice provided
- Payment problems
- The tone of reminder letters

I have also inserted a link to the Independent Adjudicators report published on our website, which you may find of interest:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/370737/independent\\_adjudicators.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/370737/independent_adjudicators.pdf)