

Information Released under Freedom of Information Act

Subject: Statistics on the number of complaints received by Companies House in the last 12 months relating to the failure of the Joint Filing System

Date Released: 8 July 2015

Summary of request: The enquirer requested statistics on the number of complaints received by Companies House in the last 12 months relating to the failure of the Joint Filing System

Information Released

The amount of complaints received by our Customer Services department are relatively low for joint filing as the majority of complaints are dealt with or passed to HMRC and I should point out that complaints may be for varied reasons not just problems with filing accounts. For the period 1 July 2014 to 1 July 2015 our Customers Services team have logged 1 complaint regarding the joint filing system.

For the same period the Companies House Late Filing Penalty team have logged approximately 25 appeals under the category of Joint Filing. I must emphasise that this figure has been extracted and compiled from statistics that are kept for management purposes only. These statistics are intended to assist in the management process of dealing with cases and are not routinely published. They are not audited in any way and cannot be guaranteed as accurate.

I should explain that an appeal could be based on a number of reasons, not just the reason allocated on the system. In addition the 'reason' for an appeal is also subjective and is open to the interpretation of the team member allocating that code, The accuracy of the statistics within each category therefore cannot be guaranteed as being relevant to that particular reason for appeal.

Whilst the information provided here can never be an exact reflection of the number of appeals or complaints based on problems with joint filing, I hope the information we have been able to produce will be helpful.