

Information Released under Freedom of Information Act

Subject: Request for the number of Late Filing Penalties due to misleading layout of the Companies House Webfiling system

Date Released: 1 February 2016

Summary of request: The enquirer requested the number of Late Filing Penalties due to misleading layout of the Companies House Webfiling system

Information Released

The information requested is not held. Every company that files its accounts late is issued a late filing penalty. Companies House are only aware of the reason for that late filing penalty if the company appeals their fine and states the reason for the delay.

During 01/01/2015 to 31/12/2015 the Companies House Late Filing Penalty team have logged approximately 55 appeals under the category of web 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 web-filing category is vast and would be for all reasons associated with that category not just the layout of the system.

I also made enquiries with our Customer Services Team to determine if they record statistics on complaints concerning the issue you have raised and over the last 12 months they have recorded 3 complaints of this nature.

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