

## Information Released under Freedom of Information Act

**Subject:** Request for statistics on how many missing accounts have gone astray internally over the past 6 years

**Date Released:** 30 July 2018

**Summary of request:** The applicant requested statistics on how many missing accounts have gone astray internally over the past 6 years

### Information Released

You requested the following:

***We would like to formally request as a freedom of information request, how many pieces of post have been unaccounted for and therefore lost once received internally at Companies House over the past 6 years. For example:***

***\* A recorded delivery item is received by Companies House***

***\* This item of post is then lost internally, never to be filed correctly.***

If I may explain, Companies House can receive between 250 and 750 kilos of mail per day, depending on the time of the month. We receive recorded delivery and special delivery from Royal Mail in bulk each day. The Royal Mail scans each letter but only one signature will cover what we receive within the bulk delivery.

To ascertain how many pieces of post which have been unaccounted for, I requested the number of complaints/appeals we have received.

Please find below the number of complaints our Customer Services received over the last 6 calendar years. The information has been categorised as follows.

### Closed Customer Service Complaints by Year:

| <b>Cause</b>           | <b>2012</b> | <b>2013</b> | <b>2014</b> | <b>2015</b> | <b>2016</b> | <b>2017</b> |
|------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Document Lost in CH    | 12          | 25          | 15          | 23          | 22          | 8           |
| Document Missing       | 118         | 110         | 67          | 67          | 50          | 94          |
| Correspondence Missing | 4           | 72          | 4           | 8           | 8           | 4           |

Additionally, when a company is issued a late filing penalty the company may appeal that penalty giving the reason for its appeal. The appeal is logged under one of several categories. Our Late Filing Penalties Appeal Manual lists the 'categories' under which appeals are logged, the following is a link to this manual which is published on our website:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/781477/LFPManual\\_V9.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/781477/LFPManual_V9.pdf)

When dealing with an appeal of this nature it would typically be logged as an appeal under the MISSING code. 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.

I have been provided with the following:

| <b>LFP Appeals Closed:</b> | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|----------------------------|------|------|------|------|------|------|
| <b>Category: MISSING</b>   |      |      |      |      |      |      |
| <b>UK</b>                  | 709  | 724  | 755  | 750  | 452  | 435  |

The information provided forms part of Companies House's management information and is unaudited. Therefore, it is subject to change and should be used for indicative purposes only. Our Official statistics are produced on a quarterly and annual basis and this information may be included in future releases of our statistics. Please refer to our website for our official statistics using this link:

<https://www.gov.uk/government/statistics?departments%5B%5D=companies-house>