

Information Released under Freedom of Information Act

Subject: Complaints concerning problems with the Companies House web filing system

Date Released: 29 May 2007

Summary of request: The number of complaints that Companies House has had concerning any problems with the web based filing system on 31 January 2007.

Information released:

Dear xxx

I refer to your request for information on 11 May 2007.

You asked for the number of complaints that Companies House has had concerning any problems with the web based filing system on 31 January 2007.

I have checked with the appropriate departments within Companies House and there were no complaints logged on our system that related to any problems with WebFiling for that particular day - 31 January 2007.

Companies House did receive two emails on the 31/01/07 relating to WebFiling. The first email was regarding the non-receipt of an Authentication Code on the 2nd January 2007. The second email complained about WebFiling in general but did not include a company name/number or mention a specific date that the problem occurred.

For information, to show how we record all our complaints, I have attached a report which shows the complaints about WebFiling from December 2006 to the end of February 2007. I hope you will find this useful.

You will see that there are various reasons for complaints - most are self explanatory but there are a few that are not. I have listed these below with their explanation.

- Incorrect update - A spelling mistake has been made by WebFiling when correcting mistakes in the electronic data - this is usually foreign names etc
- E-mail Undeliverable - this is where more than one order/request of webfiled data but only one email has been received.
- Document not acknowledged - The customer has filed a document using WebFiling but has not received email confirmation of the document being received at Companies House
- WebFiling exceptions - The company is unable to file online. There are a number of these exceptions and a list is on our website

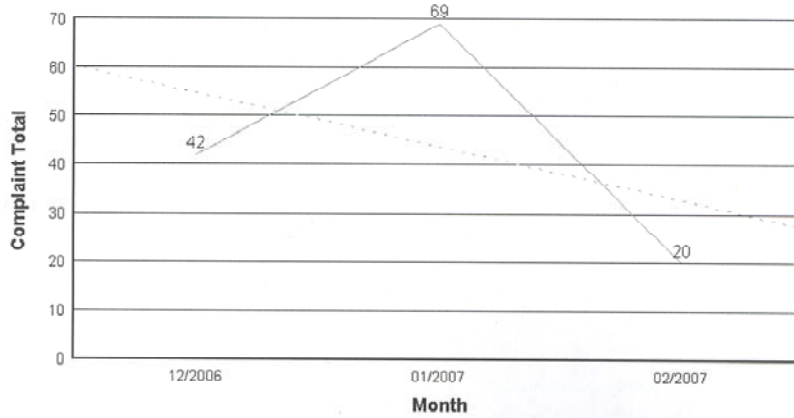
<https://ewf.companieshouse.gov.uk/> (please see the exceptions link towards the bottom of the page). An example of an exception is that the company is unable to webfile due to having more than 40 shareholders.

I hope the above information is useful to you and that whilst I do not have any information on WebFiling complaints for 31 January 2007, I hope that I have fully answered your enquiry.

WELSH INC CUSTOMER COMPLAINT REPORT

1-Dec-06 To 28-Feb-07

Monthly Complaint Total



	Dec-06	Jan-07	Feb-07	Total
Document not acknowledged	10	22	8	40
Authentication Code not receive	14	14	0	28
System Down	8	15	0	23
Authentication Code not regist	6	6	1	13
Security code not received	2	5	2	9
Technical Problems	0	1	3	4
WebFiling Exceptions	2	0	1	3
Image Not Delivered	0	1	1	2
Complaint about CH Policy	0	2	0	2
Welsh	0	0	1	1
System Slow	0	0	1	1
Problem with Elec Filing	0	1	0	1
Poor Design of Website	0	0	1	1
Incorrect Update	0	1	0	1
Incorrect Residential Address	0	0	1	1

	Dec-06	Jan-07	Feb-07	Total
E-Mail Undeliverable	0	1	0	1
Total	42	69	20	131