

Information Released under Freedom of Information Act

Subject: CH procedures when stamped addressed envelopes are not provided by customers.

Date Released: 22 April 2008

Summary of request: The enquirer asked if Companies House prepares acknowledgement but kept them on file in cases where no SAE's are provided.

Information released:

You have queried the advice given on our website regarding the process of requesting an acknowledgement. As stated on our website I must emphasise that an acknowledgement is only sent when a copy letter and stamped addressed envelope is provided.

If I may firstly explain our procedures for dealing with documentation received at Companies House, that request an acknowledgement by enclosing a copy letter but where a SAE has not been provided. The Post Room would barcode the copy letter and keep it with the document to be processed by the relevant section in Companies House. After processing the document the copy letter is discarded.

In answer to your freedom of information enquiry I can confirm that acknowledgements are not prepared and kept on file in instances where a stamped addressed envelope is not provided.