

## **Information Released under Freedom of Information Act**

**Subject:** All correspondence relating to difficulties with Companies House web filing system from September 2005 November 2006.

**Date Released:** 30 March 2007

**Summary of request:** All correspondence relating to difficulties with the Companies House website from September 2005 to November 2006.

### **Information released:**

You have asked to see correspondence regarding the malfunction or difficulties with our 'Website' from September 2005 to November 2006. I have assumed from your correspondence that you are mainly interested in 'web filing' rather than any difficulties with our website itself - if this is not the case please let me know?

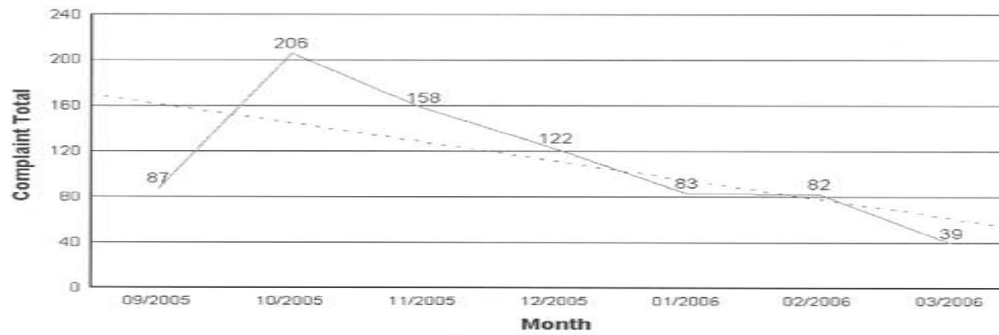
Unfortunately we do not have one section in the organisation that keeps a complete record of the down time problems and subsequent complaints regarding web filing. Our Customer Services Department records all complaints from customers which will include difficulties experienced with web filing and our IT Department maintain a record of the actual time the system is down.

I have enclosed copies of the two reports from these departments covering the specified period which I hope are self explanatory. You will appreciate that the records we keep regarding the incidents will contain information from third parties and as such we would not be able to disclose the detail because it would contain personal information. If there is anyway you could refine your request I may be able to assist you in some way.

## WEBFILING CUSTOMER COMPLAINT REPORT

1-Sep-05 To 31-Mar-06

### Monthly Complaint Total



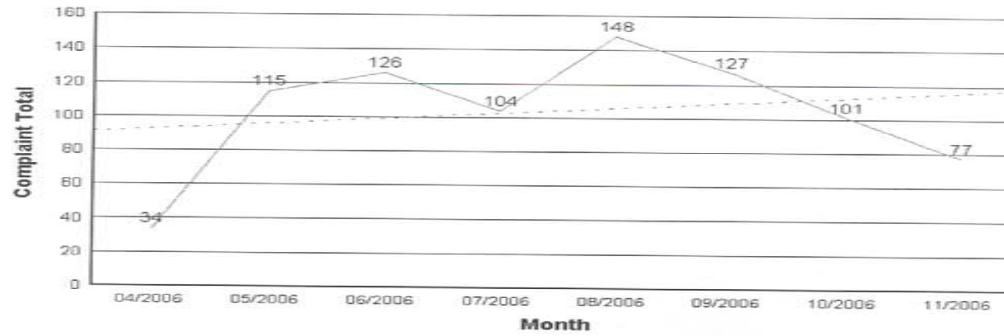
	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Total
Authentication Code not received	33	142	84	73	34	42	8	416
Unable To File Electronically	4	22	5	0	4	9	1	45
Security code not received	2	0	13	11	5	5	2	38
Authentication Code not regist	8	4	12	7	1	3	1	36
PDF not received	3	3	8	1	3	7	3	28
Design	4	2	2	1	3	7	9	28
Document not acknowledged	1	5	3	3	7	0	2	25
WebFiling Exceptions	4	2	4	4	4	2	3	23
Ex-Gratia	1	1	5	6	4	4	2	23
System Down	1	5	1	1	4	1	3	16
Probs amending data	7	6	1	0	1	0	0	15
Comp auth cd has to be sent RO	0	1	4	3	2	0	0	10
Technical Problems	1	0	1	4	2	0	1	9
Service Hours	1	2	2	0	1	0	1	7
Poor Design of Website	0	3	2	0	2	0	0	7

	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Total
No Suitable Category	1	1	1	1	0	0	0	4
No response to correspondence	4	0	0	0	0	0	0	4
No Response To Application	3	1	0	0	0	0	0	4
Means of payment unacceptable	0	0	1	1	1	0	1	4
Auth Code Issued On Incorp	0	0	0	1	3	0	0	4
Welsh	0	1	0	0	1	0	1	3
Doc rejected incorrectly	1	0	1	1	0	0	0	3
Data error	0	3	0	0	0	0	0	3
Unable To Transmit	2	0	0	0	0	0	0	2
Template Letter not Received	0	1	1	0	0	0	0	2
Problem with Elec Filing	1	1	0	0	0	0	0	2
Confusing information	0	0	1	1	0	0	0	2
Unable to view	1	0	0	0	0	0	0	1
Technical Query	1	0	0	0	0	0	0	1
System Slow	0	0	0	0	0	1	0	1
Section Backlog	1	0	0	0	0	0	0	1
RO not in England or Wales	0	0	1	0	0	0	0	1
Poor Form Design	0	0	0	0	1	0	0	1
Payment Problems	1	0	0	0	0	0	0	1
Overcharged	0	0	1	0	0	0	0	1
New Fees	0	0	0	1	0	0	0	1
Letter to wrong address	0	0	1	0	0	0	0	1
Insufficient/conflicting info	0	0	1	0	0	0	0	1
Dir/Sec details missing	1	0	0	0	0	0	0	1
Bulk list missing	0	0	0	0	0	0	1	1
Action Logging	0	0	0	0	0	1	0	1
<b>Total</b>	<b>87</b>	<b>206</b>	<b>158</b>	<b>122</b>	<b>83</b>	<b>82</b>	<b>39</b>	<b>777</b>

## WEBFILING CUSTOMER COMPLAINT REPORT

1-Apr-06 To 30-Nov-06

**Monthly Complaint Total**



	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Total
Authentication Code not received	7	26	34	17	60	49	28	24	245
System Down	0	13	34	37	25	9	17	13	148
Document not acknowledged	11	14	16	11	7	25	17	15	116
Authentication Code not regist	0	21	11	11	8	15	11	9	86
Security code not received	4	19	15	4	13	8	10	7	80
PDF not received	3	3	3	17	20	11	4	2	63
Design	0	3	0	1	4	3	0	0	11
Ex-Gratia	1	1	1	0	4	1	2	0	10
WebFiling Exceptions	1	4	2	0	0	0	1	1	9
Probs amending data	0	4	1	0	2	0	1	0	8
Service Hours	1	0	2	1	2	0	0	0	6
Unable To File Electronically	0	0	3	0	0	0	2	0	5
Template Letter not Received	0	0	0	0	1	1	1	1	4
Doc rejected incorrectly	0	0	0	0	0	2	2	0	4
Auth Code Issued On Incep	1	2	0	1	0	0	0	0	4

	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Total
System Slow	1	1	0	0	0	0	0	1	3
Problem with Elec Filing	1	0	1	0	0	0	1	0	3
Insufficient/conflicting info	1	0	1	0	0	0	1	0	3
Ack. Letter Not Barcoded	0	3	0	0	0	0	0	0	3
Welsh	0	0	0	1	0	0	0	1	2
Shareholders details missing	0	1	1	0	0	0	0	0	2
Problems Downloading	1	0	0	0	0	0	0	1	2
Pages Missing	0	0	0	0	0	0	1	1	2
Technical Problems	0	0	0	0	0	0	0	1	1
Shuttle not received	0	0	0	0	1	0	0	0	1
Shares do not total correctly	0	0	0	0	0	1	0	0	1
RO not in England or Wales	1	0	0	0	0	0	0	0	1
Refund	0	0	0	1	0	0	0	0	1
Poor Design of Website	0	0	0	0	0	1	0	0	1
Payment Problems	0	0	1	0	0	0	0	0	1
Incorrect Update	0	0	0	0	1	0	0	0	1
Illegible	0	0	0	1	0	0	0	0	1
Excellent Service	0	0	0	1	0	0	0	0	1
E-Mail Undeliverable	0	0	0	0	0	1	0	0	1
Document Accepted Incorrectly	0	0	0	0	0	0	1	0	1
Data error	0	0	0	0	0	0	1	0	1
<b>Total</b>	<b>34</b>	<b>115</b>	<b>126</b>	<b>104</b>	<b>148</b>	<b>127</b>	<b>101</b>	<b>77</b>	<b>832</b>

<b>Log Time &amp; Incident Call ref</b>	<b>Service Downtime</b>	<b>Services Affected</b>
Monday 12 September 05 148067 – 9.42	07.00 – 08.00 60 minutes	Internal & External
Saturday 24 September 149931	11.40 – 15.32 232 minutes	External
Tuesday 4 <sup>th</sup> October 05 150414	13.10 – 13.20 10 minutes	External
Thursday 13 <sup>th</sup> October 05 152105	10.06 – 10.52 42 minutes	External
Thursday 13 <sup>th</sup> October 05 151708	13.41 – 13.48 7 minutes	External
Tuesday 8 November 05 155321	18.27 – 20.14 107 minutes	External
Wednesday 9 November 05 155322	14.55 – 15.10 15 minutes	External
Sat 12 November 05 156329	12.30 – 18.05 335 minutes	External

Monday 21 November 05 156491	07.25 – 08.30 65 minutes	External
Monday 21 November 05 155960	08.12 – 08.32 E Inc Docs 20 minutes  General Docs 08.12 – 08.30 18 minutes	Internal
Monday 21 November 05 156118	15.01 – 15.56 55 minutes	Internal
Monday 5 December 05 157768	07.00 – 07.49 49 minutes	Internal
Tuesday 6 December 05 158097	Internal – 12.25 – 13.38 73 minutes  External – 12.25 – 13.25 60 minutes	Internal & External (see duration column)
Wednesday 14 December 05 159084	07.00 – 08.03 63 minutes	Internal
Thurs 5 January 06 160748	14.30-15.23 53 minutes	Internal
Tuesday 17 January 06 162529	12.23 – 12.31 08 minutes	External

Wednesday 18 January 06 162530	14.55 – 15.02 07 minutes	External
Monday 6 February 06 164667	07.00 – 08.13 73 minutes	Internal
Monday 27 February 06 168134	18.26 – 18.46 20 minutes	External
Thursday 30 March 06 171329	15.48 – 16.15 27 minutes	External
Monday 3 April 06 171323	11.29 – 12.30 61 minutes	Internal
Monday 24 April 06 173709	16.29 – 16.42 13 minutes	External
Thursday 4 May 06 176595	Internal Processing – 16.34 -19.00 =146 minutes  External Processing – 16.35 – 21.09 = 276 mins	Internal & External
Friday 26 May 06 177666	09.37 – 11.34 = 117 minutes	External

Wednesday 31 May 06 178509 IR28314	23.55 – 00.00 = 5 minutes	External
Thursday 8 June 06 179839	11.58 – 12.07 = 09 minutes	External
Thursday 15 June 06 179561	07.00 – 08.36 = 96 minutes	Internal
Friday 16 June 06 179693	11.17 – 11.26 = 09 minutes	External
Wednesday 28 June 06 181036	12.50 – 14.00 = 70 minutes	External
Friday 30 June 06 181377	13.02 – 13.20 = 18 minutes	External
08.34 – Monday 17 July 06 182923	07.00 – 08.39 = 99 minutes	Internal & External
14.37 – Monday 17 July 06 183049	14.24 – 15.19 = 55 minutes	Internal & External
Monday 1 August 06 185072	22.15 – 23.35 = 80 minutes	External
Tuesday 5 Sept 06 188308	09.14 – 09.23 09 minutes	External

Thursday 7 September 06 188663	09.53-10.57 = 64 minutes	External
Tuesday 19 September 06	13.44 – 14.25 = 41 minutes	External
Friday 13 <sup>th</sup> October 06	12.47 – 12.58 +11 minutes	External
Thursday 19 <sup>th</sup> October 06	22.18 – 01.57 +102 minutes (downtime calculated until close of service at midnight)	External
Tuesday 7 <sup>th</sup> November 06 194598	07.00 0 – 08.10 +70 minutes	External
Wednesday 15 <sup>th</sup> November 06 195123	12.55 – 13.04 09 minutes	External