

## Information Released under Freedom of Information Act

**Subject:** Information regarding registered office addresses

**Date Released:** 3 March 2009

**Summary of request:** The enquirer requested information regarding registered office addresses

### Information released:

The request was for information for the last three 12 month periods for which the information is available, both for the UK as a whole and for Scotland with regard to the following five questions:

· **The number of complaints received by Companies House regarding the failure of companies to keep their registered office (RO) details up to date**

All complaints are initially received by our Customer Services Team and from statistics held we can identify the number of complaints received regarding ineffective RO details.

The Table below shows the number of ineffective RO complaints received over the past 3 twelve month periods

Per Year	2006	2007	2008
England/Wales	157	70	64
Scotland	1	3	1

· **The number of companies in respect of whom, CH concluded that the RO details currently held by CH were not up to date**

Once a complaint has been received and recorded by Customer Services, it is then delegated to a case officer. The allocation is determined by company number and not reason for complaint so one individual may be dealing with a large number of complaints covering a wide range of issues. Statistics would be kept regarding the number of cases being allocated per person for management purposes but we do not distinguish between types of complaints so no records are kept on how many of the initial complaints regarding ineffective RO were correct.

· **The number of cases referred by CH to the police and/or prosecuting authorities in respect of their failure to register a RO with CH that complied with statutory requirements or were late in registering a change of their RO.**

Should a company be found to have an ineffective RO, then we try to contact the directors of the company at any alternative addresses we have for them. Our ultimate aim is to achieve compliance with the legislation so every attempt is made to resolve the situation. Prosecution is always the last resort but in most cases, the company will comply. For the remainder of the companies where we are unable to contact the company at any of the addresses on the public record, we will start dissolution proceedings to remove the company from the register.

**· The number of prosecutions in respect of provisions as regards registration of RO details**

Please see answer above

**· The number of companies deregistered by CH because of a breach of requirements in respect of their RO.**

As explained above, we simply send those companies where contact was not possible down the dissolution route. Unfortunately we do not keep separate statistics of how many companies are involved in this process only the total number dissolved which will be for a variety of reasons.