Gmail

David Winter <davidwinterg8@gmail.com>

RE: Your Communication with Companies House, Ref: COH1401081X

1 message

enquiries <enquiries@companieshouse.gov.uk> Mon, Sep 29, 2025 at 2:49 PM
Reply-To: enquiries <enquiries@companieshouse.gov.uk>
To: "davidwinterg8@gmail.com" <davidwinterg8@gmail.com>

Your Ref
Our RefSCU/13240493
Date 29/09/2025

Dear David Winter

TROM COMPUTERS CIC

Thank you for your correspondence of 17 June 2025 and 23 June 2025 , regarding the late filing penalty levied in relation to the company's 2024 annual accounts.

We have been receiving high volumes of correspondence. Therefore, please accept my apologies for the time taken to respond to your appeal.

I note in your correspondence 23 June 2025 you have provided an invoice for compensation. As a Government agency, Companies House can only consider payment of reasonable and tangible costs incurred as a direct result of an error that we have made. These payments are generally made as gestures of goodwill and to assist customers who have incurred extra costs as a result of our actions.

If you wish to pursue a claim, which will be dealt with by our Customer Services Team, you will need to email them the details of your claim and provide them with a detailed breakdown of the costs you are claiming; itemising work undertaken with associated details and timings.

Please note that the provision of a breakdown of costs, is not an indication that your claim will be successful.

When looking into complaints with associated costs, Government Agencies such as Companies House are required to take a variety of factors into consideration. Not least are the results of our investigations and the effect on 'public funds'.

Please email your complaint and breakdown of costs to our Customer Services team at escalatedcomplaints@companieshouse.gov.uk

With regards to your attachment letter this was referred to the Senior Casework Unit which is in line with our appeals procedure for further investigation. I have carefully considered the issues raised in your appeal and have investigated the case in line with our internal policies and procedures.

The registrar's scope to excuse a company from paying a late filing penalty is extremely limited and she can only apply discretion in exceptional circumstances.

The company's 2024 accounts were due for filing by the deadline of 31 December 2024.

I note that you stated you resubmitted accounts on 28 January 2025 however, there is no record of these being received as we advised on 10 February 2025 when you contacted us.

A set of acceptable accounts, CIC 34 report (signed 26.2.25) and filing fee were received on 28 February 2025.

Our records show that the rejected 2024 accounts received on 6 March 2025 and rejected on 11 March 2025 and treated as duplicate as we had already accepted the 2024 accounts on 28 February 2025.

Therefore, after further consideration of the issues raised in your appeal, the position of Companies House remains unchanged from the correspondence dated 4 June 2025. It is our view that the penalty was correctly levied against the company in this case.

I have suspended action to recover the late filing penalty until 29/10/2025 (30 days), for the company to arrange payment. After this date, further action will be taken to recover the outstanding balance.

Full details regarding how to pay the penalty are available on our website: https://www.gov.uk/pay-a-penalty-for-filing-company-accounts-late.

I note your request again for information under the Freedom of Information Act 2000. I can confirm that your request has been referred to our Freedom of Information Team and they will reply under separate cover.

I hope this clarifies the Registrar's position on the matter. If you do not accept the decision, you may pursue your appeal by writing to the Independent Adjudicators via the following email address: adjudicator@companieshouse.gov.uk

Please note it may take up to 70 days to receive a response if you appeal to the Independent Adjudicators.

Further information regarding late filing penalties and the full appeals process can be found on our website: www.gov.uk/government/publications/late-filing-penalties.

Yours sincerely,

Donna
Case Manager
Senior Casework Unit
Late Filing Penalties

Customer Satisfaction Survey

We would be grateful if you could take a few minutes to complete our survey to help us measure the level of service we provide:https://www.smartsurvey.co.uk/s/csat-CHF/

From: enquiries <enquiries@companieshouse.gov.uk>
Sent: 19 June 2025 10:52 AM
To: davidwinterg8@gmail.com <davidwinterg8@gmail.com>
Subject: RE: Your Communication with Companies House, Ref: COH1401081X

Dear Customer,

Thank you for your email.

Your appeal has been forwarded to the relevant department to be processed.

You will receive a response in due course but please be assured all recovery action will remain on hold in the meantime.

If you are aware your case has gone to our solicitors, it may be more difficult to place a hold on recovery proceedings at this time. You may wish to contact our solicitors Shakespeare Martineau directly in this regard. Their contact details will be in the correspondence sent to you. You will then be advised that a hold will be placed on your account until a decision has been made.

FOR INTERNAL USE ONLY – INSTRUCTIONS TO LFP APPEAL TEAM:
Please could you provide us with a suitable response that we can forward to the customer. Please reply to the contact centre, ensuring that you include your full name, section, and job title at the bottom of your response.

If you require any further assistance, please do not hesitate to contact us.

To get in touch you can email us at enquiries@companieshouse.gov.uk or call our Contact Centre on +44(0)303 1234 500

Alternatively please visit our website at https://www.gov.uk/government/organisations/companies-house

Yours faithfully,

Rachel
Companies House Contact Centre
enquiries@companieshouse.gov.uk

[Companies House Footer Image]

For details on how your personal data is handled by Companies House, please see our privacy policy - https://www.gov.uk/government/organisations/companies-house/about/personal-information-charter

---------- Original Message ----------

Subject: Re: TROM COMPUTERS CIC - 13240493
Date: 17/06/25 21:06
From: davidwinterg8@gmail.com

*** This email came from an external source. Please be cautious. ***

Dear Peter,
Please find attached my response.
[2025_06_17_Companies_House_Letter04_17jun25.pdf]

Plus my invoice.
[Invoice_DW_CH_001_17jun25.pdf]

Regards,
David Winter

David Winter
Tel: +44 1621 772110
Mob: +44 7484 323339
https://www.order-efficiency.com
https://uk.linkedin.com/in/phcdavidwinter

On Wed, Jun 4, 2025 at 9:45 AM no-reply <no-reply@companieshouse.gov.uk> wrote:
Your Ref
Our RefLFP/13240493
Date 04/06/2025

Dear David Winter

TROM COMPUTERS CIC - 13240493

Thank you for your letter of appeal dated 10/03/2025, regarding the late filing penalty issued for the 31/03/2024 accounts for the above-named CIC company.

The registrar can only exercise discretion not to collect a penalty in exceptional circumstances. After careful consideration of the points raised in your correspondence and the available information, it is our view that it would not be appropriate to exercise discretion on this occasion. Therefore, the penalty was correctly levied.

As the sole director; you were required to prepare accounts for the period ending 31/03/2024, and to ensure they were delivered, in an acceptable format, by no later than 31/12/2024, if the CIC company were to avoid the imposition of a late filing penalty.

I can confirm that the CIC company attempted to file paper accounts and believed you had sent acceptable accounts to Companies House, as received on 16/01/2025. However, these accounts were rejected on 17/01/2025, as these CIC accounts have different accounting reference dates on these accounts.

I accept that the accounts were originally filed before the deadline, but they were rejected as they failed to meet the statutory requirements. Accounts are a statutory document, and the registrar cannot accept them for filing unless they have been submitted in the correct format. If they do not contain the correct company information, then they do not comply with the law, and they must be rejected.

The acceptable accounts were received on 28/02/2025, resulting in a £375 penalty being levied against the CIC company.

I must politely point out that the late filing penalty is a civil matter, as late filing penalties are levied on the CIC company, and not on CIC company directors. I would also like to explain that any failure to file accounts is a criminal offence for which a director may be prosecuted and fined. It can also lead to companies being struck off the public register.

Late filing penalties are levied under the provisions of the Companies Act, and as Trom Computers CIC is a registered company under the Act, it must comply with company law and file its accounts on time, regardless of if it has only been incorporated and does not trade. I must also point out that, legislation does not differentiate between companies based upon their size, assets, nature of if trading or not. It simply requires all companies to file on time. The Registrar is unable to treat this CIC company any differently to any other. You may feel this unduly harsh, but we are unable to change what Parliament has decided.

I note your request for information under the Freedom of Information Act 2000. I can confirm that your request has been referred to our Freedom of Information Team (FOI) and they will reply under separate cover at the right time.

Regarding your request for compensation, as a government agency, Companies House does not pay compensation and will only consider payment of costs incurred as a direct result of an error that we have made. These payments are made as gestures of goodwill to assist customers who have incurred extra costs because of our actions. Each case is dealt with individually and when making payments, Government Agencies such as Companies House are required to take a variety of factors into consideration. Not least are the results of our investigations and the effect on our use of 'public money'.

If you believe that Companies House has contributed to losses or additional costs for the company before we can consider any such payment, we require a detailed breakdown of any costs you have incurred because of any error. This should include copies of any itemized invoices and vouched records to substantiate your claim.

To help this company file their 31/03/2024 accounts, an electronic reminder was sent to you, as the company recipient, on 03/12/2024 at 12:57:07. The electronic reminder linked to a page on the Companies House website www.companieshouse.gov.uk/eaccounts with further information. It also said, “you may be able to apply for more time, but applications must be made in writing before the deadline.” No such request for an extension was received.

The registrar’s scope for discretion to excuse a company from payment of a penalty is extremely limited, and she cannot decide not to collect penalties simply because it might seem fair or equitable for her to do so.

Therefore, the £375 penalty was correctly levied and remains payable in full. If it is of any assistance to the company, we may be prepared to accept payment of the penalty by monthly instalments. Should the company wish to take up this offer, please e-mail enquiries@companieshouse.gov.uk and your request will be considered.

Recovery proceedings have been suspended until 04/07/2025, allowing the company time to arrange payment, or submit an instalment request.

Please note that if the company submits the 31/03/2025 accounts late, these must be delivered before 31/12/2025, or the company will incur a double penalty. Further information can be found on our website: https://www.gov.uk/government/organisations/companies-house

For future reference, company’s experiencing unforeseen difficulties can apply for an extension to the filing period. The company must apply before the filing deadline. Find out more about how to apply for an extension: https://www.gov.uk/guidance/apply-for-more-time-to-file-your-companys-accounts

Finally, I recommend using our online appeals portal for a more efficient and instantaneous confirmation of receipt. You can locate further guidance on the late filing penalties and the complete appeals process, please visit our website at https://www.gov.uk/government/publications/late-filing-penalties

I regret sending what I know to be a disappointing reply but hope I have clarified the registrar’s position in this matter.

Yours sincerely

Peter
Case Manager, Late Filing Penalties

0303 123 4500
www.gov.uk/companieshouse
Follow us on X: @CompaniesHouse

Further guidance on late filing penalties and the complete appeals process, please visit our website at https://www.gov.uk/government/publications/late-filing-penalties

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