Fro [redacted] rn [redacted] .uk>
To: "[redacted]" <[redacted]>
Cc:
Date: Thu, 16 Jul 2026 11:28:03 +0000
Subject: Re: Compliance Inquiry Request: JAYNE'S BABY BANK C.I.C. (Company No. 16838920)

[redacted]

Dear [redacted]

Thank you for your email of 7th July raising concerns regarding Jaynes Baby bank CIC - company number 16838920.

As you know complaints that the Regulator will normally take up are, generally speaking, ones where there is a potential breach in CIC legislation alone and where this represents a proportionate response to the issue(s).

As a light touch Regulator we use our powers sparingly, but they are significant and include appointing a manager, removing directors and closing down the company.

Whilst we look at each complaint, many fall outside our remit or are better dealt with by others. For instance, breaches of company law may be better considered by the Registrar of Companies or Companies Investigation at the Insolvency Service, employment disputes by HM Courts and Tribunal Service and if appropriate, recourse to law - such as through the Small Claims Court.

We look to complainants to show good reason, backed by evidence, for their concerns. Except where it is clearly inappropriate to do so, we will expect complainants to have tried first to resolve their concerns with the community interest company before involving the Regulator. Where an issue cannot be resolved with the community interest company, or its officers, and it concerns legal interests and rights then they may need to consider taking legal action.

You make reference to the CIC public shaming, doxxing, and intimidation directed at local critics, whistleblowers, or vulnerable families on community channels. We would ask whether you have any further direct evidence of this. Once received we will consider what, if any, action to take.

The issue regarding deceptive crowdfunding and misleading fundraising imagery should be reported to the Fundraising Regulator. We would, however, be interested to know the outcome of any investigation conducted by the Fundraising Regulator in case there are any wider concerns to consider.

You raise the issue of the false partnerships with the CIC. We would suggest that you report this to the relevant bodies the CIC has claimed to be associated with. These organisations should seek to take their own independent action on the matter. You may also wish to consider reporting this to the police as potential fraud.

You also raise the issue of the fire safety enforcement history at premises operated by the CIC. You have stated that South Wales Fire and Rescue Service is the enforcing body relating to this matter. We would suggest that you report this to them if not done so or their Business Fire safety team. We would also suggest that you report this to the local

authority's health and safety.

The issue regarding publicising personal accusatory personal data should be reported to the Information Commissioner's Office whose details can be found here: Make a complaint | ICO

There is no requirement for a CIC to specify an asset locked body in their articles. Under legislation should the CIC wish to transfer any assets under these circumstances then they should seek consent from the Regulator to do so.

Regarding the issue of the CIC withholding supplies to a family in hardship, we would state that the Regulator does not usually deal with issues where the complaint is mainly about the standard of service that a CIC has provided in an individual case and does not raise wider issues. Important though such complaints may be, the Regulator has no 'Ombudsman' powers to adjudicate on them. Depending on the nature of your complaint we may direct the family to consider raising such matters with the appropriate bodies, such as, your Local Authority Trading Standards Office or the Citizens Advice Bureau instead.

The Regulator will also not consider complaints about activities which it is perfectly legitimate for the CIC to be pursuing, for example, policies pursued, or actions taken, by the directors within the law and the provisions of the CIC's constitution. Such decisions are for directors to take (and justify), and they often have very wide freedom to do so. The Regulator does not have discretion to overrule a particular decision by the directors, validly taken within their powers, on the grounds that others take a different view. Deciding policy is a key part of directors' freedoms and responsibilities.

When you respond with evidence of the specific matter above it would be most grateful if you could confirm if you have any objections to us naming you should the Regulator wish to write to the CIC regarding the concerns that you have raised. You previously did not mind being named. The Regulator will respect confidences as far as possible and will not do this without your consent.

Whilst I am unable to confirm or deny whether an investigation is taking place I would stress that the Regulator takes all complaints about CICs seriously and is grateful for the information that you have provided.

Kind regards,

Chi

Case Manager

Office of the Regulator of Community Interest Companies
Swyddfa'r Rheoleiddiwr Cwmniau Buddiant Cymunedol

Telephone / Rhif ffôn: 029 2150 7420

Website/Safle we' : www.gov.uk/cic-regulator (http://www.gov.uk/cic-regulator)

Twitter: Follow us @CICRegulator

Like our CIC case study blogs? Subscribe via email so you never miss one: https://communityinterestcompanies.blog.gov.uk/subscribe/

The Office of the Regulator of Community Interest Companies does not offer legal advice on particular cases, or on the legal risks associated with particular proposed actions. The Regulator provides general guidance on Community Interest Companies and it is for individuals to seek their own professional legal advice on specific matters.

Struggling with your application? Why not take a look at our Do's and Don'ts' for Completing an Application which aims to help you to get your application right: https://www.gov.uk/government/news/dos-and-donts-of-completing-an-application-to-incorporate-a-cic

Office of the Regulator of Community Interest Companies - GOV.UK
The Office of the Regulator of Community Interest Companies decides whether an organisation is eligible to become, or continue to be, a community interest company (CIC). It is responsible for inves...

From: [redacted] <[redacted]>
Sent: 2
To: cicregulator <cicregulator@companieshouse.gov.uk>
Subject: Compliance Inquiry Request: JAYNE'S BABY BANK C.I.C. (Company No. 16838920)

	You from [redacted]. Lear	

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

FORMAL COMPLAINT SUBMISSION

TO:
Office of the Regulator of Community Interest Companies
cicregulator@companieshouse.gov.uk

DATE: 7 July 2026

SUBJECT: Compliance Inquiry Request: JAYNE'S BABY BANK C.I.C. (Company No. 16838920)

Dear Sir / Madam,

I wish to submit a formal complaint regarding JAYNE'S BABY BANK C.I.C. (Company Number: 16838920).

This complaint is made in good faith and is based on information and evidence that I believe warrants review. Where possible, I have included supporting documentation and references. Any opinions expressed are clearly identified as opinion and are based upon the evidence provided.

1. ORGANISATION DETAILS
Organisation Name: JAYNE'S BABY BANK C.I.C.
Company Number: 16838920
Registered Office: Jaynes Baby Bank, 5 Crane Street, Pontypool, Wales, NP4 6LY
Company Type: Private company limited by guarantee without share capital. Community Interest Company (CIC).
Date Incorporated: 7 November 2025
Company Status: Active

2. SUMMARY OF COMPLAINT
I request that the relevant regulatory bodies review the activities and governance of JAYNE'S BABY BANK

C.I.C.

I believe there are matters that may warrant regulatory consideration and investigation. The specific concerns are outlined below and are supported by accompanying public evidence and records.

3. SPECIFIC CONCERNS FOR REVIEW

CONCERN 1: TARGETED SOCIAL MEDIA INTIMIDATION & PUBLIC DOXXING
- Evidence Reference: https://dossier.jaynesbabybank.co.uk/
- Details: Having reviewed the evidence referenced above, I raise a concern regarding public shaming, doxxing, or intimidation directed at local critics, whistleblowers, or vulnerable families on community channels. This includes posts from the organisation's own verified account naming individuals alongside threats, a post asking followers to help identify the home address of a person who had submitted a complaint, and a claim that photographing the shop frontage is a criminal offence under trademark law, which I understand to misstate how trademark law applies. I ask that the regulator review this evidence and determine whether it warrants further action.

CONCERN 2: DECEPTIVE CROWDFUNDING & TRADEMARK/LEGACY HIJACKING
- Evidence Reference: https://jaynesbabybank.co.uk/document-archive/
- Details: Having reviewed the evidence referenced above, I raise a concern that fundraising appeals may imply an unauthorised connection to established local legacy groups (including "Caerphilly Bird & Small Animal Rescue Sanctuary"), and may use third-party media assets to solicit public donations. I ask that the regulator review this evidence and determine whether it warrants further action.

CONCERN 3: UNVERIFIED ACCREDITATIONS & PARTNERSHIPS
- Evidence Reference: https://jaynesbabybank.co.uk/document-archive/
- Details: Having reviewed the evidence referenced above, I raise a concern that public representations of partnerships with municipal authorities or registered charities may not be accurate. This includes a public claim of Financial Conduct Authority authorisation, which I note the FCA does not extend to charities or CICs collecting and distributing public donations; direct written confirmations from two named organisations (St David's Hospice Care and Behaviour Support Hub) stating no partnership with this organisation exists; a direct written confirmation from Caerphilly County Borough Council's Social Services Complaints and Information Team stating this organisation is not endorsed and not authorised to make referrals on behalf of Caerphilly Social Services; and a direct written confirmation from the Fundraising Regulator that the organisation is not currently registered with them, alongside the organisation's own submission listing its charity number as "Awaiting". I ask that the regulator review this evidence and determine whether it warrants further action.

CONCERN 4: FIRE SAFETY NON-COMPLIANCE
- Evidence Reference: South Wales Fire and Rescue Service, Freedom of Information disclosure IG005053
- Details: Having reviewed the raw FOI bundle referenced above, I raise a concern regarding fire safety enforcement history at premises operated by this organisation, including Fire Risk Assessment findings, Enforcement Notice status, and a recorded Prohibition Notice under the Regulatory Reform (Fire Safety) Order 2005. I ask that this be reviewed alongside the organisation's wider governance and compliance record. Note: South Wales Fire and Rescue Service is the lead authority already handling enforcement of this matter directly; if you have personally witnessed the premises trading in apparent breach of an active notice, please also report this directly to their Business Fire Safety Team.

CONCERN 5: MISLEADING FUNDRAISING IMAGERY
- Evidence Reference: https://jaynesbabybank.co.uk/2026/01/25/stolen-fox-image-and-misleading-promotion-the-new-caerphilly-rescue-claim/
- Details: Having reviewed the evidence referenced above, I raise a concern regarding fundraising activity supported by third-party images that the original creators have publicly stated were used without their permission, presented as evidence of an animal rescue venue for which I can find no verifiable registered form. I ask that the regulator review this evidence and determine whether it warrants further action.

CONCERN 6: PUBLICATION OF ACCUSATORY PERSONAL DATA
- Evidence Reference: https://jaynesbabybank.co.uk/2024/07/16/the-controversial-conduct-of-jaynes-baby-bank/
- Details: Having reviewed the evidence referenced above, I raise a concern regarding a public album reportedly publishing identifiable photographs of individuals accused of theft or fraud, without any conviction being cited. I ask that the regulator review whether this processing of personal data is fair and lawful, independent of whether the underlying accusations are accurate.

CONCERN 7: ENTIRELY BLANK ASSET-LOCK DIRECTION FIELDS
- Evidence Reference: Official JAYNE'S BABY BANK C.I.C. Incorporation Records (No. 16838920)
- Details: In the recent corporate filings (Articles of Association), the statutory fields specifying a nominated recipient for the asset-lock protection remain entirely blank, posing a structural transparency risk to public-benefit funds.

4. SUPPORTING EVIDENCE
The following evidence accompanies this complaint where applicable:

- Companies House incorporation filings.
- Public social media post archives.
- Publicly available website materials and community records.
- Witness testimonies.

ASSOCIATED EVIDENCE REFERENCES
- Public archived records on "dossier.jaynesbabybank.co.uk"
- Publicly available social media archives on "facebook.jaynesbabybank.co.uk"
- Official community correspondence and filings for Company No. 16838920

5. RELEVANT REGULATORY LEGISLATION
The matters raised may engage:
- Companies Act 2006.
- Community Interest Company Regulations.
- Directors' statutory duties.
- Specific guidance issued by the Office of the Regulator of Community Interest Companies.

6. DESIRED OUTCOME
I respectfully request that the authorities:
- Review the evidence supplied.
- Determine whether the directors have complied with their statutory and legal obligations.
- Assess whether the company satisfies the ongoing community interest requirements expected of a Community Interest Company.
- Advise whether any further investigation, audit, or direct regulatory intervention is appropriate.

7. DECLARATION
To the best of my knowledge, the information contained within this complaint is true and accurate. The documents supplied are genuine copies or reproductions of original material. Where opinions are expressed, they have been clearly identified as opinion and are based upon the evidence provided.

Should further information be required, I will gladly provide any additional documentation or clarification.

Yours faithfully,

Full Name: [redacted].
Address: N ct preferred via email)
Tel: N
Email: [redacted]
This m ents are intended for the persons named as addressees only and may contain confidential information. In addition they may be protected by copyright. If you receive it in error, notify us, delete it and do not make use of or copy it. You must not copy, disseminate or otherwise distribute or publish this message, except for the purposes for which this message is intended, without our consent. Please note that this e-mail has been created in the knowledge that Internet e-mail is not a 100% secure communications medium. We advise that you understand and accept this lack of security when e-mailing us. For company information, guidance and how to file documents online, please see our website www.companieshouse.gov.uk. For more 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