Fro [redacted] c[redacted] panieshouse.gov.uk>
To: [redacted] <[redacted]>
Cc:
Date: Fri, 25 Sep 2026 11:59:55 +0000
Subject: Re: Formal complaint concerning Jayne's Baby Bank CIC and use of official CIC platform to publish safeguarding allegations

[redacted]

Dear Sir/Madam

Thank you for your email of 14th September 2026 raising concerns regarding Jaynes Baby bank CIC.

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.

We will consider the evidence and decide what, if any, action to take. It would be most grateful if you could confirm the approximate times of the posts in question that were made on the 14th September.

The Regulator notes your concerns and asks whether you have any objections to us naming you should the Regulator wish to write to the CIC regarding the concerns that you have raised. 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).

From: [redacted] <[redacted]>
Sent:
To: cicconcerns <cicconcerns@companieshouse.gov.uk>
Subject: Formal complaint concerning Jayne's Baby Bank CIC and use of official CIC platform to publish safeguarding allegations

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

Dear Office of the Regulator of Community Interest Companies,

I am writing to submit a formal complaint and request that the conduct of **Jayne's Baby Bank CIC** be considered within the Regulator's remit.

My concern relates to the use of the organisation's official Facebook page to publicly circulate extremely serious allegations against identifiable members of the public.

On 14 September 2026, the Facebook page published an AI-generated image described as a **"SAFEGUARDING ALERT"**. The image displayed identifiable individuals by photograph, name and location beneath the heading:

"KNOWN PAEDOPHILES AND SEX OFFENDERS"

The post also encouraged members of the public to report the named individuals to the police and inform shops, groups and family services.

The post was accompanied by inflammatory language, including the word **"Scum"**.

Further background and evidence are available here:

Background report and evidence

My concern is not simply that an individual has expressed a personal opinion online. The material was

published through the official public platform of an organisation operating as a **Community Interest Company** and presenting itself as a community and family-focused organisation.

I respectfully ask the Regulator to consider whether these circumstances raise any genuine and serious concerns within its statutory remit, including whether the conduct of the CIC and its officers is compatible with the company's obligations, community purpose, governance and the standards expected of an organisation operating for community benefit.

My concerns include:

- The use of the official CIC platform to publish potentially false allegations of paedophilia and sexual offending.
- The public identification of individuals through names, photographs and locations.
- The potential risk of harassment, vigilantism and physical or psychological harm.
- The use of safeguarding terminology and imagery to give apparent authority to serious allegations.
- The apparent connection between the publication and allegations involving a page impersonating or resembling a genuine child-protection organisation.
- The potential impact on public confidence in the organisation and in genuine safeguarding processes.

The CIC Regulator's published complaints procedure states that complaints about CICs may be considered where there is evidence of a potential breach within the Regulator's remit and where there is a genuine and serious concern that may justify regulatory action.

I appreciate that the Regulator will independently determine whether this matter falls within its powers and whether any action is appropriate.

Please confirm receipt of this complaint and provide me with a **reference number or complaint reference**.

I can provide screenshots, archived links, Facebook edit history and further evidence if required.

Yours faithfully,

CH.

This message and any attachments 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