RE: Automatic reply: Safeguarding and governance concern – Jayne's Baby Bank (public live video content)

From cicconcerns <cicconcerns@companieshouse.gov.uk>

To [redacted]

Date Tuesday, 20 January 2026 at 9:47 AM

Dear [redacted]

Thank you for your emails of 12th January 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 will consider the information and decide what, if any, action to take.

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.

As the matter is in regards to safeguarding you may also wish to bring the matter to the attention of the local authority's safeguarding unit.

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 Yau

Case Manager

Office of the Regulator of Community Interest Companies
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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:
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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

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.

You don't often get email from [redacted]. Learn why this is important

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

Correct backup url;

https://jaynesbabybank.co.uk/search/FB_Videos/URGENT_Alcohol_Morphine.mp4

- [redacted]

On Monday, 12 January 2026 at 1:49 PM, cicregulator <cicregulator@companieshouse.gov.uk> wrote:

Thank you for your recent enquiry regarding Community Interest Companies. I can confirm that this is receiving attention and that we will be contacting you shortly.

Please note that we are currently experiencing high volumes of online applications, which may not be examined within the 48 working hours specified. Please bear with us as we endeavour to examine these applications as soon as possible. We apologise for any inconvenience caused.

If you have submitted a complaint about a CIC, please use the CIC Concerns mailbox - cicconcerns@companieshouse.gov.uk. Please use the proforma form which can be found via the following link: CIC Complaints form.

Regards

The Office of the Regulator of Community Interest Companies

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From: [redacted] <[redacted]>
Sent: 12 January 2026 13:53
To: cicregulator <cicregulator@companieshouse.gov.uk>
Subject: Re: Automatic reply: Safeguarding and governance concern – Jayne's Baby Bank (public live video content)

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