Fro [redacted] o [redacted]tor.org.uk>
To: "[redacted]" <[redacted]>
Cc:
Date: Thu, 23 Oct 2025 12:25:15 +0000
Subject: Our ref. 00023726

[redacted]

Your complaint about Jane's Baby Bank

Our ref. 00023726

Dear [redacted],

Thank you for contacting the Fundraising Regulator to report your concerns about Jayne's Baby Bank.

I note that you submitted a complaint to us in 2024 regarding similar concerns about the individual running Jayne's Baby Bank. After reviewing the information you've sent us, I can confirm that your complaint remains outside our remit. I've outlined below what we regulate and provided a suggestion of how else you can raise your concerns.

Your complaint

You stated that you would like to report evidence of the misrepresentation of professional qualifications, misuse of the protected title 'nurse', and fraudulent charitable claims made by the individual operating Jane's Baby Bank.

Our role and remit

Part of our role is to investigate complaints from members of the public about charitable fundraising practice. We get involved when these can't be resolved by the fundraising organisations themselves. We do this by looking at whether the fundraising organisation has followed the Code of Fundraising Practice (the code). The code outlines the legal requirements and best practice expected of all charitable fundraising organisations across the UK.

For us to be able to consider a complaint, it must be about a registered charity or an incorporated charitable organisation that is registered in England, Northern Ireland and Wales.

Based on the information provided and reviewing Companies House and the Charity Commission for England and Wales register, it does not appear that Jayne's Baby Bank is registered as a company, community interest company or charity. As such, the organisation is considered an unincorporated entity and therefore does not fall within our remit to regulate.

It also appears that your complaint centres around fraud. Therefore, even if your complaint related to a fundraising organisation, it would remain outside our regulatory remit.

Potential criminal activities would be outside of the scope of the Fundraising Regulator to consider. However, if you have concerns that an individual or organisation is acting illegally, we recommend contacting Action Fraud or your local Police.

Please click on the following link for details on how to contact ActionFraud:

http://www.actionfraud.police.uk/contact-us

I'm sorry we were not able to assist on this occasion, however I hope the information provided above is useful.

Kind regards

Erika Rosafio (she/her)

Case Officer

Fundraising Regulator

Erika.rosafio@fundraisingregulator.org.uk

0330 135 9749

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