

# DISCLAIMER POLICY

Clear limits. Responsible guidance. Real accountability.

**Organisation:** Right First Time UK Ltd | **Company number:** 17493370

**Updated:** 12 October 2026 | **Previous policy:** 16 June 2026 | **Review:** at least annually

**Key points:** Information does not automatically amount to individual professional advice. Check your own legal and appeal deadlines; outcomes are not guaranteed. Nothing in this Disclaimer removes statutory consumer rights or liabilities that the law does not permit us to exclude. In an emergency, call **999**.

## 1. Purpose and who this applies to

Right First Time UK (RFTUK) provides public information, awareness, research, advocacy signposting, campaigns, templates, videos, events, digital tools and other resources. This Disclaimer explains their limits and applies to RFTUK websites, member and subscriber areas, emails, publications, events and official communications.

It applies to visitors, members, subscribers, supporters, donors, volunteers, Campaign Leaders, businesses and other people using RFTUK material. It does not remove any legal duty or consumer protection that cannot lawfully be excluded.

## 2. Our identity and organisational status

RFTUK is operated by **Right First Time UK Ltd (company number 17493370)**, a private company limited by guarantee, run on a non-profit basis. It is not described as a registered charity or a community interest company simply because it works for public benefit. Its constitution and governance documents govern how company assets, decisions and authorised expenditure are managed.

Public membership and subscriptions do not themselves give ownership of company assets or statutory company-member rights; those rights depend on the Articles of Association and the applicable membership arrangements.

## 3. General information, not individual professional advice

Unless a properly qualified and authorised professional service is expressly identified, RFTUK information is general guidance and signposting, **not personalised legal, medical, financial, tax, accounting, therapeutic or other regulated professional advice**. It may explain laws, rights, procedures and available options but does not assess every relevant fact, document or risk in an individual case.

RFTUK is not a solicitors' firm and does not claim regulation by the Solicitors Regulation Authority. Some legal information and non-reserved support may lawfully be provided without being a law firm, but RFTUK must not carry out reserved legal activities without the required authorisation. For significant decisions, obtain advice from an appropriately qualified professional where needed.

## 4. No automatic adviser relationship or case representation

Viewing a page, joining, donating, submitting documents, requesting a template or contacting RFTUK does not automatically create a professional adviser-client relationship or mean that RFTUK has accepted conduct of a case.

Where direct advocacy or administrative assistance is agreed, RFTUK should clearly state its scope. Unless specifically agreed, RFTUK does not file or serve documents, track correspondence, represent people at hearings, manage appeals or assume responsibility for a case.

## 5. Deadlines and outcomes

Court, tribunal, complaint, data-protection, benefits, housing, employment and other procedures can have strict deadlines. **Users remain responsible for checking and meeting their own deadlines** unless RFTUK has expressly agreed in writing to carry out a particular task. Reading guidance or sending a message does not pause a legal deadline.

RFTUK cannot guarantee an award, refund, complaint decision, public-body response, court order, campaign change, petition result or other outcome. Another person's case, successful letter or previous decision does not establish what will happen in your circumstances.

## 6. Templates, sources and changing information

Templates, example letters, calculations and guides are starting points that may require adjustment for your facts, evidence, jurisdiction, procedure and deadlines. Check material before signing, sharing or submitting it.

Laws, guidance, government forms, fees and contact arrangements change. RFTUK aims to correct significant errors, but published information may become outdated. For important decisions, consult the current official source and seek tailored advice where appropriate. The date shown on a resource helps identify its version.

## 7. Campaigns, evidence and submitted allegations

RFTUK campaigns and investigations may include reported facts, personal testimony, analysis, proposals, criticism and opinion. These are not automatically findings of a court, regulator or government department. RFTUK should distinguish confirmed evidence from unverified allegations and interpretation.

Receiving a submission does not mean RFTUK has verified or endorsed it. Before public use, it should consider accuracy, privacy, defamation, safeguarding, court restrictions and the public interest. Appropriate steps may include redaction, seeking further evidence, a right of reply, not publishing, correction or temporary removal pending review. A failure to respond does not prove an allegation.

## 8. Family-court material, children and confidentiality

Family-court proceedings and children's information can be subject to reporting restrictions, privacy rules, court orders and other legal safeguards. Possessing a court document or being a party does not automatically permit disclosure or publication. In relevant cases, restrictions may arise under the Administration of Justice Act 1960, the Children Act 1989, court orders and Family Procedure Rules.

People should avoid sending identifiable or restricted documents unnecessarily. RFTUK may request a redacted summary, restrict access or decline publication. Where legality is unclear, obtain specific legal advice or court permission before disclosure.

## 9. Safeguarding, emergencies and health

RFTUK is not an emergency service, statutory safeguarding authority or provider of medical diagnosis or treatment. **For immediate danger or serious risk of harm, call 999 or contact the appropriate emergency or statutory service.** Do not rely on RFTUK forms, social media or email for an emergency response.

Health, mental-health, disability and safeguarding resources are for awareness and signposting, not clinical assessment or crisis treatment. Where lawfully necessary and proportionate, serious safeguarding information may need to be referred to appropriate authorities; absolute confidentiality cannot be promised.

## 10. Benefits, finance, employment and housing

Information about the Child Maintenance Service, benefits, debt, tax, pensions, grants, employment, employer duties, housing and homelessness is general guidance. RFTUK cannot control decisions by DWP, CMS, councils, courts, landlords, employers, regulators or other independent bodies.

Financial and legal figures should be verified against current official rules before they are used for significant decisions. Those at risk of eviction, homelessness or other urgent hardship should seek the appropriate local authority, specialist adviser or emergency support without waiting for RFTUK to respond.

## 11. Parent Contribution Service (PCS)

Parent Contribution Service (PCS) is operated by Right First Time UK Ltd and is not a separate legal entity merely because it has its own service name or website. It provides guidance, voluntary calculations, communication and record-keeping for parent-to-parent arrangements.

PCS figures are **not** official CMS assessments, court orders or enforceable statutory decisions. Under the current service model, RFTUK does not receive, hold or transfer parent-to-parent contributions or exercise statutory maintenance-enforcement powers. Service-access fees, where payable, are separate from payments between parents. People may still seek CMS, mediation, legal advice or court remedies as appropriate.

## 12. Donations, memberships and authorised representatives

Donations may support authorised RFTUK activities and running costs, subject to any restrictions stated in an appeal and the company's governing documents. A contribution does not buy legal representation, priority handling, influence over evidence or a promised result. RFTUK must not claim Gift Aid for its own donations unless legally eligible.

RFTUK membership or a subscription does not automatically create professional representation. Statements by Volunteers, Campaigners or Campaign Leaders are not automatically official RFTUK positions unless made within actual delegated authority; nobody may claim professional qualifications or powers they do not possess.

## 13. Calculators, games and AI-assisted content

Tools, trackers, calculators, games and automated explanations are informational or educational unless clearly identified otherwise. They do not replace official assessments or professional decisions, and a result can be affected by incorrect inputs, assumptions or changes in the rules.

Artificial-intelligence tools may help with drafting, research organisation, coding, accessibility and media. AI results can be inaccurate, incomplete or outdated; important legal, factual, financial and safeguarding claims require appropriate source checking and human review. RFTUK will not present AI output as a binding decision by an official body.

## 14. External links, providers and online availability

Links or embedded material from government, charities, regulators, payment providers, media or other websites are supplied for information or convenience; they do not imply endorsement of everything on the external site. Those providers control their own content, terms, services and privacy practices.

RFTUK aims to operate reliable and secure websites but cannot guarantee uninterrupted service. Maintenance, provider problems, cyber incidents or network failures may interrupt access. Keep independent copies of essential records and do not treat the site as the only place to store evidence or manage deadlines. External payment providers may apply their own terms and fees.

## 15. Accessibility, privacy and intellectual property

RFTUK seeks accessible information, using WCAG 2.2 Level AA as a design benchmark where reasonably practicable. If a resource is inaccessible, request an alternative format through our Contact Us page. Accessibility adjustments do not change the general-information limits in this policy.

Personal information and submissions are subject to RFTUK's data-protection and safeguarding requirements. Original RFTUK material may be protected by copyright and other intellectual-property rights; lawful quotation, links, statutory exceptions and express licences remain available. Third-party material belongs to its respective owners.

## 16. Liability limits and consumer rights

RFTUK aims to take reasonable care, but general resources cannot be guaranteed complete, error-free, suitable for every case or continuously available. Any limitation on liability applies **only to the extent the law permits**, with the fairness of the term and the circumstances of the service taken into account.

**Nothing here excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any other liability that cannot lawfully be excluded.** Nothing in this Disclaimer takes away mandatory rights under consumer-protection law, including protections against unfair terms. If RFTUK supplies paid services or digital content, the applicable consumer rights and contract terms still apply.

## 17. No waiver from browsing; applicable law

Browsing or using RFTUK information alone is not an agreement to waive legal rights or accept an unfair exclusion of liability. Where a specific membership, paid service, ticket or contract requires terms, those terms should be presented separately and accepted appropriately.

RFTUK is based in England and its company arrangements generally operate under the law of England and Wales. Applicable consumer protections, rights and jurisdictional rules in Scotland, Northern Ireland or elsewhere are not overridden by this general statement.

## 18. Corrections, complaints and review

If you believe RFTUK material is inaccurate, unsafe, inaccessible or improperly published, or have a question about this Disclaimer, use the Contact Us page or the public complaints form. Data-protection complaints can be raised under our dedicated privacy and complaints procedures at [complaints@rightfirsttimeuk.com](mailto:complaints@rightfirsttimeuk.com).

RFTUK will review this Disclaimer at least annually and sooner after relevant changes to legislation, services, professional-support arrangements or operations. Previous policy date: **16 June 2026**. Latest revision: **12 October 2026**.

## Official guidance and related policies

Please check official guidance and the appropriate RFTUK policy, including the Complaints Policy, Data Protection & GDPR Policy, Accessibility Statement, Cookie Policy and [policy library](#).

- [Consumer Rights Act 2015 — unfair terms](#)
- [Unfair Contract Terms Act 1977 — section 2](#)
- [Competition and Markets Authority — unregulated legal services guidance](#)
- [Government guidance — family-court transparency](#)
- [Family Procedure Rules — Part 12](#)

**Right First Time UK Ltd** · Company No. **17493370** · Private company limited by guarantee · Non-profit operating basis. PCS is an RFTUK Ltd service and is not a separate company.

**Website:** [rightfirsttimeuk.com](https://rightfirsttimeuk.com) | **Contact:** [rightfirsttimeuk.com/contact-us.php](https://rightfirsttimeuk.com/contact-us.php)