

# Legal Notice & Disclaimer

Clear information. Responsible guidance. Protected rights.

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Legal entity: Right First Time UK Ltd · Company number: 17493370 (England and Wales)

Registered office: 82A James Carter Road, Mildenhall, IP28 7DE, England

Updated: 12 October 2026 · Review: At least annually and after material changes

At a glance — General guidance only; no guaranteed outcomes. Check official sources and deadlines. Mandatory consumer rights remain. For immediate danger or risk of serious harm, call 999.

## 1. About this legal notice

This notice explains the legal identity of Right First Time UK (RFTUK), the nature and limits of its information and services, use of its website, third-party material, intellectual property, complaints, and the statutory rights that remain available to users.

It should be read alongside the separate Disclaimer Policy, Data Protection & GDPR Policy, Cookie & Storage Technologies Policy, Accessibility Statement, relevant membership or service terms, and other RFTUK policies. Where specific transaction terms apply, this general notice does not replace them.

## 2. Company identity and legal status

Right First Time UK Ltd (company number 17493370) is registered in England and Wales as a private company limited by guarantee. It operates under the public-facing name Right First Time UK (RFTUK). Its non-profit and public-benefit aims are governed by its Articles of Association and company law; being limited by guarantee does not itself make it a charity or a Community Interest Company.

Registered office: 82A James Carter Road, Mildenhall, IP28 7DE, England. Website: <https://rightfirsttimeuk.com>. RFTUK does not currently describe itself as a registered charity or an SRA-regulated law firm. The registered-office address should be checked against the latest Companies House record whenever this notice is reviewed.

## 3. What RFTUK provides

RFTUK provides public-interest information, campaigns and reform activity, research, evidence and complaints resources, accessibility and safeguarding awareness, community signposting, participation opportunities and digital tools. Topics may include public services, benefits and the Child Maintenance Service, SEND, disability, family systems, homelessness, housing, employment, health and community support.

Information may include legislation, official guidance, explanatory material, suggested questions, templates, analysis, links to official bodies and accounts of lived experience. Different services may have their own published terms, limitations and access arrangements.

## 4. General guidance is not individual professional advice

Unless expressly stated otherwise for a suitably qualified and authorised service, RFTUK material is general information, education, awareness, signposting and advocacy guidance, not individual legal, medical, mental-health, financial, investment, tax, accounting or regulated professional advice.

RFTUK is not a solicitors' firm and does not claim the regulatory protections of a firm regulated by the Solicitors Regulation Authority. It will not knowingly carry out a reserved legal activity without lawful authorisation. People with important personal decisions, disputes, legal consequences or complex needs should consider appropriate independent professional advice.

## **5. No automatic representation or deadline monitoring**

Browsing the website, contacting RFTUK, using a template, joining a campaign, becoming a Public Member, subscribing, donating or volunteering does not automatically create a solicitor-client or other professional relationship, an agreement to represent somebody, or responsibility for their case or correspondence.

Users remain responsible for checking, adapting, signing and submitting their own documents and identifying applicable appeal, tribunal, court, complaint, benefit, housing, employment and other deadlines, unless RFTUK has expressly accepted a specific task in writing. A website form or message is not an automatic deadline-monitoring service.

## **6. No guarantee of results**

RFTUK cannot guarantee an outcome from a court, tribunal, government department, council, regulator, ombudsman, Child Maintenance Service, DWP, benefit authority, petition, campaign or other independent decision-maker. Outcomes depend on applicable law, evidence, procedure and individual circumstances.

No donation, membership payment, subscription, service fee or campaign participation buys preferential access, a guaranteed response from a public authority, an official decision or a promised personal result.

## **7. Accuracy, currency and official sources**

RFTUK aims to use reliable sources and correct material factual errors. Laws, eligibility criteria, official guidance, forms, benefit amounts, deadlines, regulatory positions and public-service processes can change. Published pages may become outdated, incomplete or unsuitable for a particular case.

For consequential decisions, users should check current primary or official sources, including legislation, GOV.UK, Parliament, courts, tribunals, regulators and other competent bodies, and seek qualified advice when appropriate. An RFTUK explanation does not replace the underlying source.

## **8. Evidence, campaigns, allegations and corrections**

RFTUK advocacy may express opinions, policy proposals, criticism and analysis. These are not automatically findings made by a court, regulator or public authority. Official records, verified facts, personal testimony, unverified allegations, expert opinion and RFTUK interpretation should be distinguished clearly.

Submitted documents or experiences are not automatically verified or endorsed. RFTUK may request further evidence, anonymise, decline or pause publication where accuracy, privacy or safeguarding warrants it. Material errors should be corrected where appropriate; serious allegations about identifiable people should be handled fairly with consideration of a right of reply. A failure to reply is not proof of an allegation.

## **9. Artificial intelligence, illustrations and media**

RFTUK may use AI-assisted services, including OpenAI and other tools, for drafting, research organisation, accessibility, coding and visual content. AI outputs may be inaccurate, omit context or be outdated. Important factual, legal or safeguarding claims require appropriate human checking against suitable sources.

Illustrative, AI-assisted or generated images, audio and videos must not be represented as verified documentary proof of a real event or as a genuine official or professional decision where they are not.

Original, licensed and embedded third-party media remain subject to applicable rights and platform terms.

## **10. Family courts, children and confidential material**

Family-court records and information about children can be subject to statutory restrictions, court orders and transparency requirements. Having received a document or being a party to proceedings does not create unlimited permission to publish or circulate it.

RFTUK seeks to protect children and confidential information and will not knowingly publish restricted or identifying family-proceedings material unlawfully. Anyone submitting court or child-related information must consider whether disclosure is legally permitted and necessary.

## **11. Safeguarding and emergencies**

RFTUK provides safeguarding information and signposting, but is not a statutory safeguarding authority, emergency service or crisis-response provider. Where law or serious risk of harm requires it, information may be shared lawfully and proportionately with police, social care or other competent authorities. Absolute confidentiality cannot be promised in those circumstances.

If somebody is in immediate danger or at immediate risk of serious harm, call 999. Do not rely on an RFTUK website form, email, inbox, subscriber messaging service or social-media page for emergency action.

## **12. Health, wellbeing, finance, employment and housing**

Health, mental-health, disability, trauma and wellbeing material is for awareness and signposting, not diagnosis or treatment. Users needing assessment or care should contact an appropriate NHS service or healthcare professional.

Benefits, child-maintenance calculations, household finances, grants, debt, tax, investment, employment and workplace information is general guidance, not a promise of entitlement or regulated advice. Housing and homelessness resources do not control local-authority allocations or emergency accommodation. Urgent legal, housing or financial cases should be taken to the appropriate specialist service.

## **13. Donations, membership and the Parent Contribution Service**

RFTUK may receive lawful income such as donations, grants, sponsorship and membership or service fees. Donations can fund its purposes and reasonable operating costs subject to clearly stated restrictions. RFTUK must not claim Gift Aid on its own donations unless it becomes legally eligible.

Public Membership and subscription are not statutory company membership or professional representation. Paid membership or other services are subject to their own terms and mandatory consumer protections.

The Parent Contribution Service (PCS) is operated by Right First Time UK Ltd and is not itself CMS, DWP, a court or a separate legal entity. Its tools and records support voluntary arrangements; they do not make statutory determinations or automatically create enforceable court orders. RFTUK does not receive, hold or transfer parent-to-parent contribution money under its stated current model; its PCS access fee is separate from those payments.

## **14. Volunteers, Campaign Leaders and representatives**

Volunteers, Campaigners and Campaign Leaders may act for RFTUK only within delegated authority. Participation or a role title does not give a person permission to enter a contract, commit organisational funds, offer regulated services or speak officially on every matter.

The initial operating model relies on voluntary and unpaid roles, with properly approved reimbursement of genuine expenses. Any later paid position must be lawful, affordable, authorised and managed with suitable

tax, employment and conflict-of-interest controls.

## **15. External websites, services and embedded content**

RFTUK may provide links to government, councils, regulators, charities, payment platforms and other third parties, or embed media and tools. A link is not endorsement of everything published or sold by the third party.

External services can have separate terms, accessibility, data-protection policies, fees and service availability. RFTUK remains responsible for its own representations and reasonable provider decisions but cannot control every third-party system or guarantee its continuing availability.

## **16. Availability, cybersecurity and user responsibilities**

RFTUK aims to maintain accessible, reliable digital systems but cannot guarantee uninterrupted availability. Maintenance, hosting incidents, software defects, internet outages, malicious activity and external-provider failures may affect access. Users should retain copies of important personal submissions and evidence.

Users must not attempt unauthorised access, introduce malware, commit fraud, impersonate RFTUK, misuse forms to harass others or deliberately falsify material as an RFTUK statement. Security and privacy incidents may be handled under RFTUK policies and applicable law.

## **17. Accessibility, privacy, cookies and analytics**

RFTUK aims towards WCAG 2.2 Level AA accessibility and considers reasonable adjustments. Users experiencing access barriers may request information in an alternative reasonable format through <https://rightfirsttimeuk.com/contact-us.php>.

Use of personal data, analytics, cookies and local-storage technologies is covered by RFTUK's separate data-protection, privacy and cookie policies. Where consent is required, continuing to browse does not by itself provide that consent.

## **18. Copyright, sharing and intellectual property**

Unless otherwise stated, RFTUK owns or has rights to use its original policies, guidance, text, templates, branding, graphics and website content. Third-party material remains subject to its owner's rights.

Reasonable personal, educational, community and non-commercial sharing of public RFTUK material is generally welcomed where attribution is accurate and the sharing is not misleading, falsely attributed or presented as endorsement. Extensive or commercial reuse, resale and use of RFTUK branding may require advance permission. Statutory copyright exceptions are unaffected.

## **19. Liability and protections that cannot be excluded**

General resources cannot be guaranteed complete, correct, current or appropriate to every individual circumstance. To the extent legally permitted, RFTUK does not accept responsibility for loss arising solely from unreasonable reliance on general content where current official information or tailored professional advice should reasonably have been obtained.

Nothing here excludes or restricts liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any other liability that the law does not allow to be excluded or limited. This notice does not waive mandatory statutory or consumer rights.

## 20. Consumer agreements, fair terms and governing law

Merely visiting or using the website does not mean a person has surrendered legal rights or accepted an unfair exclusion. Where RFTUK supplies paid membership, digital content, tickets or other services, the specific contract terms and applicable consumer law govern that transaction; terms and notices must be fair and transparent.

RFTUK is established in England and Wales. Its organisational documents are generally governed by the law of England and Wales, but this notice does not remove mandatory protections or jurisdiction rights available to consumers in Scotland, Northern Ireland or elsewhere where applicable law provides them.

## 21. Complaints, corrections and contact

Questions about this notice, corrections, accessibility difficulties, organisational conduct or complaints can be raised at <https://rightfirsttimeuk.com/contact-us.php>. Complaints may also be sent to [complaints@rightfirsttimeuk.com](mailto:complaints@rightfirsttimeuk.com). Concerns about personal-data handling follow the Data Protection & GDPR Policy; safeguarding matters follow the Safeguarding Policy.

Where appropriate, a person may also approach an external regulator, ombudsman, Trading Standards, the Information Commissioner's Office or another competent body. RFTUK's complaints route does not limit statutory complaint or legal rights.

## 22. Related policies, official references and review

This notice should be read with the Disclaimer Policy, Governance & Transparency, Data Protection & GDPR Policy, Cookie & Storage Technologies Policy, Website Analytics Policy, Accessibility Statement, Community Standards, Complaints Policy, Safeguarding Policy, Fundraising Policy, relevant Membership Terms and the Articles of Association.

The notice is reviewed at least annually and sooner after significant changes in the law, RFTUK services, governance or operational practice. Latest update: 12 October 2026. Earlier revision: 30 September 2026.

### Official legal references

- [Company website and trading disclosures](#)
- [CMA: unregulated legal services consumer guidance](#)
- [CMA: unfair contract terms guidance](#)
- [Unfair Contract Terms Act 1977, section 2](#)
- [Family court transparency and reporting guidance](#)

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Contact: <https://rightfirsttimeuk.com/contact-us.php> · [complaints@rightfirsttimeuk.com](mailto:complaints@rightfirsttimeuk.com)

PCS is operated by RFTUK Ltd; under its stated current model RFTUK does not hold or transfer parent-to-parent contribution money.