

WEBSITE TERMS & CONDITIONS

Clear information. Fair use. Public protection.

Legal entity	Right First Time UK Ltd No. 17493370
Incorporation accepted	3 October 2026
Terms updated	13 October 2026
Registered office	82A James Carter Road, Mildenhall, IP28 7DE, England
Review	At least annually and following material changes

At a glance: mandatory consumer rights remain protected; paid services have separate terms. For immediate danger, call 999.

1. Purpose, coverage and related terms

These Website Terms & Conditions explain the arrangements for using Right First Time UK (RFTUK) public pages, campaign hubs, resources, forms, petitions, digital tools, account areas and related online services. They seek to protect visitors, contributors and RFTUK while supporting open, accessible public-interest information.

Read these Terms alongside the Legal Notice & Disclaimer, Privacy Notice, Cookie & Storage Technologies Policy, Website Analytics Policy, Safeguarding Policy and any additional terms for a particular paid service. Mandatory law prevails over any inconsistent wording.

2. Company and constitutional status

The website is operated by Right First Time UK Ltd (company number 17493370), a non-profit private company limited by guarantee registered in England and Wales; incorporation was accepted on 3 October 2026. Its public-facing name is Right First Time UK. Registered office: 82A James Carter Road, Mildenhall, IP28 7DE, England.

RFTUK is not presented as a registered charity, Community Interest Company, government body, regulator, statutory ombudsman or law firm. Its registered Articles of Association govern statutory company membership, Director and Founder rights and constitutional decisions. These website Terms do not amend the Articles.

3. Information and services available

RFTUK may provide information, signposting, research, campaign and petition material, complaint guidance, templates, public-service resources, subscriber updates, Public Membership, volunteering opportunities, forms, games, events and digital tools. Availability varies and information or services may be changed where lawful and reasonably necessary.

Content is intended principally for general education, awareness, accountability work and public benefit. Use of one resource does not mean that RFTUK agrees to provide every other service.

4. General guidance rather than individual regulated advice

Unless an appropriately qualified and authorised professional service is expressly identified, RFTUK content is not personal legal, medical, financial, tax, employment, debt, accounting or other regulated professional advice. RFTUK does not claim to be a solicitors’ practice or to provide reserved legal activities without the required authorisation.

People should check up-to-date official sources and obtain appropriate professional help for decisions with significant consequences.

5. No automatic representation or case-management duty

Visiting, subscribing, donating, joining Public Membership, volunteering, signing a petition, downloading a document or contacting RFTUK does not automatically create a solicitor-client relationship, individual adviser-client relationship, legal representation or agreement to manage a case.

RFTUK does not become responsible for filing documents, corresponding with public bodies or monitoring a person’s deadlines unless a specific task has been expressly accepted in writing on lawful terms.

6. Deadlines, templates and important decisions

Courts, tribunals, benefits services, the Child Maintenance Service (CMS), employers, councils and regulators may impose strict time limits. Users are responsible for checking deadlines, evidence requirements, orders and the applicable procedure.

Templates and example wording are starting points. Users should check names, dates, facts, jurisdiction, current law and suitability before sending or signing any document.

7. No guaranteed outcomes or official status

RFTUK cannot guarantee the outcome of a court case, tribunal, complaint, appeal, CMS or DWP matter, council decision, ombudsman review, petition, campaign or other third-party process. Examples and case studies do not guarantee identical results.

RFTUK publications are not decisions of a public authority, court, regulator or professional adviser unless they explicitly reproduce and correctly attribute a genuine external decision.

8. Public Membership and statutory membership

RFTUK Public Membership is currently described at an initial £1 per month or £10 per year, subject to its separate published Public Membership Terms & Conditions, checkout information and applicable consumer law. Public Membership is separate from statutory company membership under the registered Articles.

Public Members do not automatically become guarantors, Directors, owners, employees or authorised representatives. Eligible participation voting on campaign priorities and specified discretionary funds is governed by the scheme terms and Articles; it is not a statutory company vote. Cancellation, renewal, refunds and cooling-off rights follow the specific Membership Terms and law.

9. Subscribers and optional communications

Subscription to news or campaign communications does not create Public Membership, statutory company membership or an adviser-client relationship. Optional marketing preferences, consent and unsubscribe requests must be respected.

Signing a petition, submitting a form or making a donation does not by itself authorise unlimited marketing.

10. Donations, fundraising and fair financial claims

RFTUK may seek authorised donations, grants, fundraising support and sponsorship for lawful public-benefit work and reasonable operating costs. Money given for a specified restricted purpose must be used consistently with that restriction.

A donation does not buy representation, priority support, favourable findings, political influence or control of a campaign. RFTUK is not a registered charity and must not claim Gift Aid for its own donations unless legally entitled.

11. Paid transactions and separate consumer terms

Where RFTUK offers Public Membership, event tickets, merchandise, training, digital content or other paid products, the relevant price, renewal or recurring nature, cancellation conditions, refunds and other material terms should be presented before purchase.

Separate service terms apply to the corresponding transaction so far as lawful. These general Website Terms cannot remove statutory consumer rights, cooling-off rights where applicable or contractual remedies.

12. PCS: separate service conditions and payments

Parent Contribution Service (PCS) is operated by Right First Time UK Ltd, not by a separate legal entity. The current stated introductory PCS service-access price is £10 per participating parent per year, subject to the specific PCS terms, availability and any clearly notified offers.

PCS supports voluntary parent-to-parent arrangements through information, calculations, messages, agreements and records. RFTUK/PCS does not itself receive, hold or forward parent-to-parent child-contribution money or exercise CMS or court enforcement powers. Service fees paid to RFTUK are distinct from contributions paid directly between parents.

PCS has its own service and privacy conditions; a separate PCS agreement, if made, is not created merely by browsing the main RFTUK website.

13. Applications, volunteering and organisational roles

RFTUK may invite applications from volunteers, Campaign Leaders, Campaigners, prospective Directors, contractors or employees. Applying does not guarantee appointment, employment or access to confidential records. Role checks and decisions should be proportionate, fair, consistent with safeguarding requirements and the registered Articles.

Genuine volunteering is flexible and unpaid, with no general compulsory minimum hours; reasonable authorised expenses may be reimbursed. Paid work must use lawful employment or contractual arrangements when appropriate. Role titles alone confer no authority to commit spending or bind the company.

14. Campaigns, petitions and public participation

RFTUK may lawfully conduct campaigns, consultations, petitions and lobbying to support evidence-based reform. Taking part does not guarantee adoption of a submission, ongoing campaign activity or individual representation.

RFTUK may revise, combine, pause or close activity for legitimate legal, evidential, safeguarding or resource reasons. It remains non-party political and does not use its official platforms for party or candidate advertising.

15. Personal stories, evidence and submissions

Users may submit experiences, documents, allegations, ideas or other materials through authorised channels. Submission is not proof that a claim is accurate, and it does not automatically authorise public publication, especially where third parties or children could be identified.

RFTUK may request clarification, decline or delay publication, redact, anonymise or remove material where legal, evidential, privacy or safeguarding reasons require. Good-faith mistakes and disputed allegations are not automatically treated as deliberate deception.

16. Unlawful or unsafe submissions

Users must not knowingly submit malware, fabricated material, unlawful personal-data disclosures, threats, harassment, impersonation, material breaching legal reporting restrictions or works unlawfully infringing intellectual-property rights.

Court-restricted information, confidential personal files and other people's private details must not be uploaded for public distribution without a lawful basis.

17. Children, family courts and safeguarding

Information about children and private family proceedings requires special protection. Possession of a document, photograph or court order does not itself give a right to publish it; relevant confidentiality, reporting restrictions, court permissions and safeguarding requirements must be considered.

RFTUK is not a statutory safeguarding or emergency service. Where someone is in immediate danger or at immediate risk of serious harm, call 999 or the appropriate emergency authority. Do not rely on a website form, email or social-media message for emergency assistance.

18. Acceptable use and account security

Do not attack or probe systems without authority, gain unauthorised access, distribute malware, abuse forms, impersonate others, falsely suggest endorsement, harass visitors or representatives, or misuse RFTUK materials or restricted account information.

Account holders must safeguard passwords and multi-factor credentials. RFTUK may reset credentials, end sessions, block malicious traffic or restrict access for justified security, legal, safeguarding or serious conduct risks.

19. Fair moderation and proportionate restrictions

Where necessary, RFTUK may remove submitted content, limit messages or restrict access to interactive features to address genuine harassment, misuse, serious risk, fraud, unlawful content or system attacks.

Restrictions should be proportionate and capable of appropriate review where practicable. They must not be used merely to suppress lawful criticism, inconvenient questions or genuine complaints.

20. Intellectual property and reuse of materials

Original RFTUK branding, text, templates, graphics and publications may be protected by intellectual-property law. Unless stated otherwise, users may view, link to, download and make reasonable personal, educational, community or non-commercial use of public materials without falsely altering, attributing or presenting them as endorsed.

Commercial resale, extensive republication or unauthorised branding may require permission. Third-party rights and lawful exceptions to copyright remain protected.

21. External links, embedded media and other providers

RFTUK may link to official bodies, charities, news sources, social platforms, payment providers, external guidance and videos for information or convenience. It does not automatically control, own or endorse external material or guarantee the availability, accessibility, accuracy, security or terms of a third-party service.

Embedding content through an authorised player does not confer a right to download or re-upload somebody else's work.

22. Service availability, accuracy and corrections

RFTUK aims to keep pages reliable, reasonably current and accessible, but maintenance, outages, external service failures and technical faults can interrupt access. Features may be improved, reorganised or discontinued where lawful.

Legal and public-service information can change. Important decisions should be checked against current primary sources. RFTUK welcomes correction requests and will review material factual errors. Keep independent copies of essential documents and deadlines.

23. AI-assisted content and illustrative media

RFTUK may use approved AI tools to assist drafting, research organisation, accessible formatting, software and media production. AI output may be wrong or outdated; important factual, legal and safeguarding content must be checked by an authorised person before use.

Illustrative or synthetic images and video must not be presented as documentary proof of real events where they are not. Sensitive records and information must be processed under RFTUK's AI, privacy, cybersecurity and safeguarding rules.

24. Privacy, analytics and accessibility

Personal information is handled under the Privacy Notice and relevant data-protection policies. Cookies, storage technologies and analytics are governed by the separate published policies. Where consent is required, simply browsing is not consent; where a legal exception applies, required notices and objection mechanisms must still be provided.

RFTUK aims to improve accessibility towards WCAG 2.2 AA and welcomes requests for accessible formats and practical adjustments. The Accessibility Statement explains how barriers can be reported.

25. Liability and mandatory legal protections

RFTUK takes reasonable care but cannot promise that every free general-information page is complete, uninterrupted or suitable for every person's circumstances. Liability may be limited only so far as applicable law permits and by terms that are fair and transparent.

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any other liability that law does not allow to be excluded. Nothing removes mandatory consumer rights or lawful remedies.

26. Changes, contractual consent and governing law

RFTUK may update these Terms prospectively to reflect legal, security or service developments and will show the updated date. Material changes to existing paid contracts must be handled in accordance with the relevant agreement and consumer law; simply updating a webpage does not automatically override existing contractual rights.

These general Website Terms are ordinarily governed by the law of England and Wales. Consumers in Scotland, Northern Ireland or elsewhere retain any mandatory protections and jurisdiction rights provided by applicable law.

27. Complaints, safety reports and contact

Requests about content, access, corrections, privacy, accessibility, misuse or complaints may be submitted through the RFTUK Contact Us page. Complaints may also be sent to complaints@rightfirsttimeuk.com. Personal-data complaints and safeguarding concerns follow the relevant additional procedures; urgent incidents must be escalated without waiting for an ordinary response.

RFTUK should arrange independent review of a complaint where a serious conflict of interest arises, as far as reasonably practicable.

28. Policy hierarchy, review and constitutional safeguards

These Terms should be read with the registered Articles of Association and RFTUK's more detailed policies, including the Legal Notice, Governance & Transparency, Privacy Notice, Cookie Policy, Website Analytics Policy, Accessibility Statement, Safeguarding Policy, Complaints Policy, Public Membership Terms, Fundraising Policy, Volunteer Policy and Information Security Policy.

The Articles control statutory company governance; mandatory law controls where relevant; and specific service terms control their service so far as lawful. This overview will be reviewed at least annually, or sooner if law, services or important practices change.

Official sources and useful links

[GOV.UK — Running a limited company: statutory website disclosures](#)

[GOV.UK — Guarantors of companies limited by guarantee](#)

[CMA — Unfair contract terms guidance](#)

[ICO — UK data protection guidance](#)

[GOV.UK — Family court transparency and reporting](#)

Contact and policy hierarchy

Contact: rightfirsttimeuk.com/contact-us.php | Complaints: complaints@rightfirsttimeuk.com. The registered Articles of Association are not amended by these terms.