



Charity Commission

Customer Network

The Charity Commission is committed to customer service. We are constantly looking at ways we can provide a better level of service to our diverse customer base.

Because our customers are best placed to inform us if our service delivery meets their needs, we have set up a Customer Network to give our customers the opportunity to provide feedback, suggestions and views on a wide range of policy issues. These help us to meet customer needs and continuously improve our level of service.

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How does the customer network work?

We are committed to listening to Network members, whether they are responding to specific consultations or coming to us with their own ideas. That is not to say that we will be able to make every change suggested but we will give all ideas and comments due consideration.

Network membership is open to organisations and individuals which want to engage with the Commission. Our aim is for members to reflect the diversity of the sector in terms of income levels, charitable activity and location in England and Wales. The usual medium for consultations is email, but in some cases focus groups and workshops may be held.

You should also [email us](#) if you are interested in applying to join the network or have any other queries.

The customer network provides members with the opportunity to:

- participate in at least one formal written consultation per year;
- attend workshops or meetings to discuss issues arising from informal consultations;
- influence customer service policy development;
- suggest sector issues for future consultation;
- feed back concerns about the Commission's standards of service; and
- channel your views to a listening forum where attention will be given to comments, suggestions and complaints.

The customer network enables the Charity Commission to:

- maintain a dedicated forum which can be used to seek your views and opinions about sector issues;
- produce recognisable service improvements based upon your input;
- where possible re-design our services around your needs; and
- take forward new ideas and suggestions to improve our customer services.

Recent and forthcoming consultations include:

- review of the Commission's complaint procedure;
- the submission of online Annual Returns;
- the format of Commission publications; and
- review of the Commission's Decision Review procedure in light of the Charities Bill and development of a tribunal.

There are pieces of work across the whole range of the Commission's work that we are interested in seeking feedback on. We do not expect members to consult on every piece of work as we do not want to put any extra burden on customers, but we do expect members to take part in a minimum of one consultation a year.

We also ask members to raise issues with us that are perhaps causing problems for a specific type of charity or the sector generally. The Network is not restricted to organisations reacting passively to policy consultation, but we give proper consideration to any issues that organisations bring to our attention. Engagement is a two-way process.

What can you expect from the Charity Commission?

The Charity Commission is committed to being open and transparent in the way that it works. The network is managed in the same way. You can expect from us a consistent and clear level of service in terms of each consultation process. We will follow Cabinet Office guidelines on each formal consultation.

You can open the Cabinet Office guidelines at www.cabinetoffice.gov.uk/regulation/consultation/code/index.aspx. These guidelines specify that the Commission must adhere to six consultation criteria.

The six consultation criteria are:

Consult widely throughout the process, allowing a minimum of 12 weeks for written consultation at least once during the development of the policy.

1. Be clear about what our proposals are, who may be affected, what questions are being asked and the timescale for responses.
2. Ensure that our consultation is clear, concise and widely accessible.
3. Give feedback regarding the responses received and how the consultation process influenced the policy.
4. Monitor our department's effectiveness at consultation, including through the use of a designated consultation coordinator.

5. Ensure our consultation follows better regulation best practice, including carrying out a Regulatory Impact Assessment if appropriate.
6. If you consider that a specific consultation process did not meet these guidelines and wish to make a complaint, you can do so by contacting the network co-ordinator by [email](#).

Customer Network members list

Name	Charity number
Age Activity Centre	283534
Age Concern Stockport	516912
Anchor Trust	1052183
ACF - Association of Charitable Foundations	1105412
Association of Chartered Certified Accountants	
Barnabas Fund	1092935
BIG Lottery Fund, 1 Plough Place, London, EC4A 1DE	
Blackfriars Settlement	1003796
Board of Deputies of British Jews	1058107
Cambridge Council for Voluntary Service Llandaff Chambers	1074947
Cancer Research UK	1089464
Churches Main Committee	256303
CIPFA - Chartered Institute of Public Finance and Accountancy	231060
Coal Industry Social Welfare Organisation	1015581
Community Action Hampshire	
Community Council of Staffordshire	
Community Network	1000011
(Coventry Homes (MHC) Ltd)	1013242
Cumbria Community Foundation	1075120
Community Agency	
Democracy for Young People (T/A UK Youth Parliament)	1084716
Diocese of Chichester	243134
DISS - Disability Information Services Sussex	292798
DSC - Directory of Social Change	800517
DDRC - Diving Diseases Research Centre	279652
Edwards Geldard	

Name	Charity number
Foundation for Community Dance	328392
Friends Therapeutic Community Trust	
Girlguiding UK	306016
Home-Start UK	1108837
Hospital Broadcasting Association	1015501
ICSA - Institute of Chartered Secretaries and Administrators	
Ipswich Community Playbus	278061
Irish Community Care	700236
Jewish Care	802559
LGBT Community Group	
League of Friends of Macclesfield and Congleton Hospitals	504373
Lloyds TSB Foundation for England and Wales	327114
Middlesex Association for the Blind	207007
Mudiad Ysgillon Meithrin	1022320
Muslim Aid	295224
NACVS (National Association of Councils for Voluntary Service)	1001635
NCH	1097940
NCVO (The National Council for Voluntary Organisations)	
Neathport Talbot Council for Voluntary Service	1064450
Newcastle upon Tyne Council for Voluntary Service	226263
NFPI (National Family and Parenting Institute)	1077444
Norwich and Norfolk Voluntary Services	264484
Omnis Tax Consultancy	
PAVO - Powys Association of Voluntary Organisations	1069557
Performance Options	
Printers' Charitable Corporation	208882
Provincial Trust for Bolton	

Name	Charity number
Ram Katha Vedic Festival	1085893
RESPECT Counselling and Mentoring	
RHEMA Management and Training Consultants Ltd	
Robert Quaye and Associates	
Royal Society of Wildlife	207238
Ruralnet UK	1089238
Safeguarding Children Partnership	
Small Practices Association	299871
Stone King LLP Solicitors	
St Peter's Hospice	269177
The Croydon Playcare Company	278093
The Interlink Foundation	1079311
The JOLT Trust (Journey of a Lifetime)	1088591
The Lesbian and Gay Foundation	1070904
The National Grocers Benevolent Fund	1095897
The PKD Charity (Polycystic Kidney Disease Charity)	1085662
The Royal British Legion	219279
TVCS - Test Valley Community Services	1061665
Union of Orthodox Hebrew Congregations	249892
Voice East Midlands	1105568
Voluntary Action Sheffield	215695
Voluntary Action Swindon	287732
Wales Council for Voluntary Action	218093
Youth Music	1075032
Youth Voice	
1066 Pipes and Drums	1106850