



# Collaboration Network

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## Who We Are

Connecting professionals across industries to share, learn, and ultimately improve outcomes for customers, support front-line staff and raise the standards of service.

### **Together, we can go further.**

We bring together members from a wide range of sectors to collaborate, exchange insight, and learn from real-world experience that you wouldn't typically access in a day-to-day role. Learning skills, tactics and insights from sectors other than your own, providing a more expansive picture of your customer's challenges.

As an organisation, we aim to foster an environment where our community respects and supports one another, prioritising collaboration over competition, where ideas can come to life, and a safe environment for the sharing of views.

This approach allows us to bring people together to do the right thing – helping people to help people.

This is a member-led community built on shared learning and collaboration. The more you put in, the more you get out – by contributing experiences, insights, and challenges, members help shape discussions and gain greater value in return.

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## What We Focus On

Our work is centred around six key pillars that are critical across regulated and customer-facing organisations:

- **Customer Experience** – Improving end-to-end journeys and service delivery
  - **Complaints** – Learning from complaints to drive meaningful change
  - **Vulnerability** – Supporting customers in vulnerable circumstances
  - **Equality, Diversity & Inclusion (EDI)** – Creating fair and inclusive services
  - **Mental Wellbeing** – Supporting employee and customer wellbeing
  - **Regulatory Compliance** – Understanding expectations and good practice
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## Who Our Members Are

Our members come from a diverse range of sectors, offering valuable cross-industry perspectives:

- Financial Services
- Government, Regulators & Ombudsman Services
- Housing

- Legal
- Power Networks & Energy
- Retail
- Suppliers & Partners
- Third Sector & Charities
- Water

View our Members [\[here\]](#)

This diversity allows members to learn from approaches, challenges, and solutions used beyond their own industry.

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## How We Collaborate

- We create opportunities for learning and discussion through member-led sessions and events, ensuring content is practical, relevant, and grounded in real experience.
  - Our collaboration includes:
    - Member-led virtual sessions – Typically 45–60 minutes, making them easy to attend alongside day-to-day work
    - In-person events – Approximately 10 events per year
    - Interactive discussions, shared experiences, and practical takeaways
    - Most sessions are hosted online to maximise accessibility for members.
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## How to Activate your Membership

Getting started is simple:

- Create an account online – [\[Press Here\]](#)
  - When asked if you are a member, select **'yes, continue'**
  - Once you have been approved, you will be emailed to book an onboarding call – A short introductory session to understand your goals and help you get the most from membership or join our monthly **Members Drop-In** session on [CN-X](#)
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## Why Join?

- Learn from professionals outside your usual network
- Gain practical insights you can apply immediately
- Stay informed on best practice and regulatory expectations
- Be part of a supportive, collaborative community

Our approach is simple: the more you put in, the more you get out. By actively contributing, sharing experiences, and engaging with peers, members gain greater value from the network.

Any questions, please feel free to reach out to:

[membership@collaborationnetwork.co.uk](mailto:membership@collaborationnetwork.co.uk)