



CHINA FLEET TRUST – REQUESTING SUPPORT POLICY

Purpose

1. This policy sets out the process for individuals, families, or organisations to request support from the China Fleet Trust (CFT). It ensures all requests are:
 - a. Considered fairly and consistently.
 - b. Aligned with the Trust's charitable objectives.
 - c. Assessed transparently and confidentially.

Eligibility

2. Support may be requested by:
 - a. Serving or former members of the Royal Navy, Royal Marines, RFA, Maritime Reserves and their immediate families.
 - b. Associated military organisations, partner charities, and welfare bodies.

Types of Support Available

3. The CFTF offers the following support options:
 - a. Wellbeing support (activities, respite).
 - b. Rehabilitation and recovery support.

Application Process

4. Complete the following steps:
 - a. Complete the Support Request Form via the CFT website ensuring beneficiary criteria is met.
 - b. Provide proof of eligibility.
 - c. Applications acknowledged within 5 working days.

Assessment

5. Assessment process:
 - a. Reviewed against eligibility and policy criteria.
 - b. May involve requesting further information or contacting relevant agencies.
 - c. Complex or high-value requests referred to the CEO or the Board of Trustees who may delegate authority via subcommittee for approval.

Timeframes

6. Standard requests: Decision within 10 working days.

7. Urgent requests: Fast-track process decision within 72 hours. Mark requests as Urgent at support request stage.

Appeals

8. If an application is declined, applicants may request a review within 10 working days, outlining additional evidence or information.

Confidentiality

9. All requests are handled in line with Website Terms & Conditions and Privacy Policy; details will only be shared with those involved in the decision-making process.

Testimonials

10. Upon completion of any support provided, the China Fleet Trust warmly welcomes a testimonial from either the beneficiary or their case worker. These testimonials help inform our Trustees about the impact of the support, enabling us to report outcomes effectively and ensure that our provision remains sustainable for future recipients.

11. Your feedback is invaluable in demonstrating the difference our assistance makes and in shaping ongoing support for those who need it most.

12. Testimonials can be submitted to the e-mail address:

- a. trustfund@china-fleet.co.uk

Policy Review

13. This policy will be reviewed annually by the Board of Trustees or earlier if significant changes to legislation, regulation, or organisational structure occur.