

## Reasonable Behaviour Policy

At Railway Benefit Fund (RBF), we are committed to providing financial support to those in need within the UK railway community. Railway Benefit Fund is an entirely independent charity and is not provided as a benefit of employment. All support is provided at the discretion of the charity.

By applying for support, you agree to adhere to the guidelines outlined below regarding behaviour and conduct during your engagement with Railway Benefit Fund or relevant 3<sup>rd</sup> parties.

Any behaviour deemed unacceptable will result in the withdrawal of your application/support offering.

- **Verbal Abuse:** Any form of verbal abuse, including shouting, swearing, or using demeaning language towards our staff, is strictly prohibited. We understand that financial stress can be overwhelming, but we expect all applicants to communicate respectfully.
- **Threats or Intimidation:** Any form of threat, whether explicit or implied, is unacceptable and will result in immediate termination of your application process.
- **Excessive Update requests:** Due to the high volume of applications, our response time may vary. Our current processing time is up to two weeks from the submission of an application, with an additional week for responding to new information received. If the response times change, this will be communicated on our website or directly. We kindly request that applicants refrain from contacting their caseworkers for excessive updates, such as daily or multiple requests a week, unless you feel that the response time is over the communicated timeframe.
- **Support Offering:** The support provided by RBF, including the amount of any grant provided, is at the sole discretion of the Committee. Demanding a larger grant amount, implying entitlement to a specific sum, or attempting to negotiate the grant amount is not permitted. If you feel that the support provided does not meet your needs please contact [support@railwaybenefit.org.uk](mailto:support@railwaybenefit.org.uk) for a reconsideration.
- **Submission of Documentation:** It is a requirement that applicants provide all requested supporting documentation, such as bank statements, within the timeframes specified by their caseworker. Failure to comply with these requests in a timely manner may result in delays or the application withdrawn.

In cases of severe or repeated unreasonable behaviour, the charity reserves the right to withdraw any offer of support and cease the application process without further notice.

By submitting your application, you acknowledge that you have read, understood, and agree to comply with this Reasonable Behaviour Policy.

We appreciate your cooperation and understanding. RBF is committed to treating all applicants fairly, with dignity and compassion. We are working diligently to provide assistance in a timely and efficient manner.