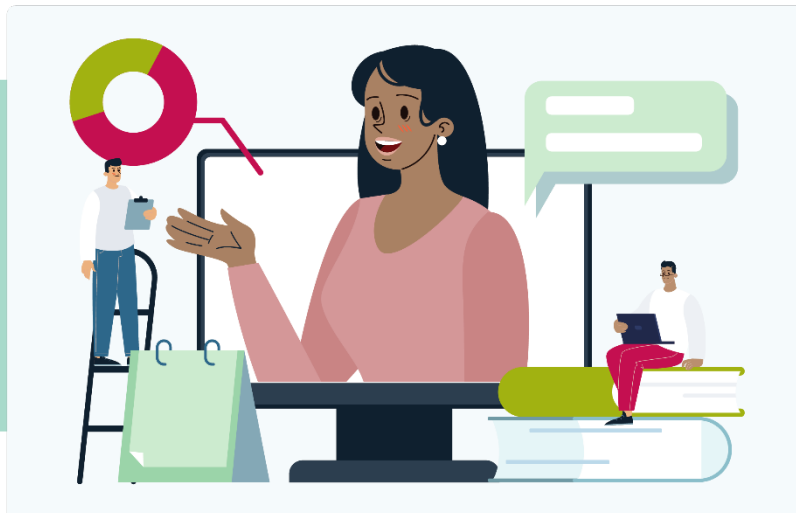


# FLEXIBLE WORKING



When dealing with a request for flexible working, it is important to follow a clear and proper process to ensure consistency, transparency, fairness and compliance with the law and Codes of Practice. We would encourage all to be open-minded when receiving a request.

## What you need to know...

### What is a flexible working application?

A request for a change to contractual terms, which can include changes to:

- Hours of work (e.g. part-time, flexi-time)
- Times of work (e.g. compressed hours)
- Place of work (e.g. work from home)



### How is a request made?

The Employee needs to describe or explain their request for Flexible Working in writing, including:

- The reason(s) for the request
- The desired commencement and if appropriate, the end date of the requested change(s)







## What are the timescales?

- Unless the request is approved, the employer must meet with the employee within **28 days** to discuss the request and, within **14 days** of the meeting either agree to the request (potentially on a trial basis) and confirm any impact on terms and conditions or refuse the request.
- The employee is entitled to appeal the decision by writing within **14 days**.
- Any appeal must be dealt with within **14 days** of its receipt.
- A final decision must be given within **14 days**.

## What are the fair reasons for refusal?

**Any agreement to a flexible working request is at the company's sole discretion and will be based on the needs of and impact on the business.**

You can fairly refuse a request on the following grounds:

-  The burden of additional costs.
-  It renders the employer unable to meet customer demand.
-  The inability to re-organise the workload among existing employees or recruit additional employees.
-  Detrimental impact on quality or performance of the business.
-  Lack of work during the employee's proposed working times.
-  Adverse affect on the employer's planned staffing changes.

### What you need to do...

- The application must be in writing and explain the reason for the request.
- A meeting should be held before day 28 to discuss the request and to either agree, agree with a trial period or to decline.
- The request should be considered fairly and reasonably in line with business requirements.
- Reasons for any decision and any impact on terms and conditions should be confirmed in writing, together with confirmation of any right to appeal.

### Trial period

- During and at the end of any trial period, the employer should review and decide if the trial be made permanent.
- If successful, the change and any impact on Terms and Conditions should be confirmed in writing.
- If the trial is not successful, the employee should have this, and any reasons, confirmed in writing and given a right of appeal.



### Appeal

*if you'd like to know more call 747559 and let's chat!*