# Flexible working - FLOWCHART

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.



### The stages are outlined here:

#### **Key points:**

A request for a change can include changes to;

- Hours of work
- Times of work
- Place of work

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, end date of the requested change(s)

Unless the request us approved, the Employer must meet with the employee within 28 days to discuss the request and either agree to the request (potentially on a trial basis) and confirm any impact on terms and conditions or refuse the request, identifying fair, reasonable and legal grounds for that decision. The employee is entitled to appeal the decision by writing within 14 days with any appeal being dealt with within 14 days of receipt of the appeal.

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

#### Initial request and agreement

Must be in writing and explain the reasons for the request. The request should be considered fairly and reasonably in line with business requirements and if agreed this should be confirmed in writing with details of any changes to terms and conditions.

## If request not agreed within 28 days

A meeting should be held before Day 28 to discuss the request and to either agree, agree with a trial period or to decline. 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 so, the change and any impact on T&C 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**

The employees letter must be submitted within 14 days of the notice of outcome. Any **appeal meeting** should occur within 14 days after receipt of the **appeal request**.

The appeal should be considered by an independent and appropriately senior manager with any outcome confirmed in writing within 14 days of the hearing, No further application can be made for 12 months.

