

FLEXIBLE WORKING PROCEDURE

Making the request

1. An employee wishing to request flexible working should submit a written request on the '[Request for Flexible Working](#)' form to their Line Manager outlining the reason for the request. The request should state the proposed effective date, the changes required, the effect these changes may have on the University and how this might be dealt with.

Responding to the request

2. Where a request can, without further discussion, be approved as stated in the employee's written application a meeting to discuss the request may not be necessary. Please discuss with your HR Advisor or Partner if this is the case.
3. However, if further discussion is required, the Line Manager will arrange to meet with the employee as soon as possible from receiving the written request to:
 - discuss the request
 - find out more about the proposed working arrangements
 - how it could be of benefit to both the employee and organisation

The meeting will provide an opportunity to consider alternative working patterns should this be necessary.

An HR Advisor or Partner will be present to support the Line Manager. The employee will have the right to be accompanied to the meeting by a work colleague, a Trade Union or Staff Forum representative.

Prior to finalising their decision on the request, the Line Manager seeks approval from their Head of School or Function and consults their HR Advisor or Partner.

4. The Line Manager will advise the employee of their decision as soon as possible following the meeting, providing detailed reasons for any variation or refusal to the request.

Where an employee is exercising their statutory right to request flexible working, the request can only be rejected for one of the following business reasons as set out in the legislation:

- a. the burden of additional costs
- b. an inability to reorganise work amongst existing staff
- c. an inability to recruit additional staff
- d. a detrimental impact on quality
- e. a detrimental impact on performance
- f. a detrimental effect on ability to meet customer demand
- g. insufficient work for the periods the employee proposes to work
- h. a planned structural change to your business

Actioning the change

5. The decision is recorded on the Request for Flexible Working form and passed to HR for confirming any change to contract or working hours or to the employee.
 - a. A contractual change (such as increase or decrease in working hours) will be actioned by HR with an approved SRF
 - b. A change in the pattern of working hours will be actioned with the completion of a Request for Flexible Working form.
6. A variation to a work pattern may be made on a permanent or time-limited basis. It may be advisable to include a trial period in any agreement.

Right of Appeal

7. In circumstances where a statutory request is refused or amended, the employee will be informed of their right of appeal. An appeal should be made in writing to the Director of Human Resources, stating the grounds of appeal, within 10 working days of being informed of the decision.

An appeal meeting will then be arranged to hear the appeal as soon as possible after receipt of the appeal letter. An HR Partner or Advisor will be present to support the manager chairing the appeal meeting. The employee will have the right to be accompanied to the appeal meeting by a work colleague, a Trade Union or Staff Forum representative.

The outcome of the appeal will then be communicated to the employee within 10 working days of the appeal meeting.

8. No further statutory request for flexible working can be made until a period of 12 months has elapsed following the last statutory request.