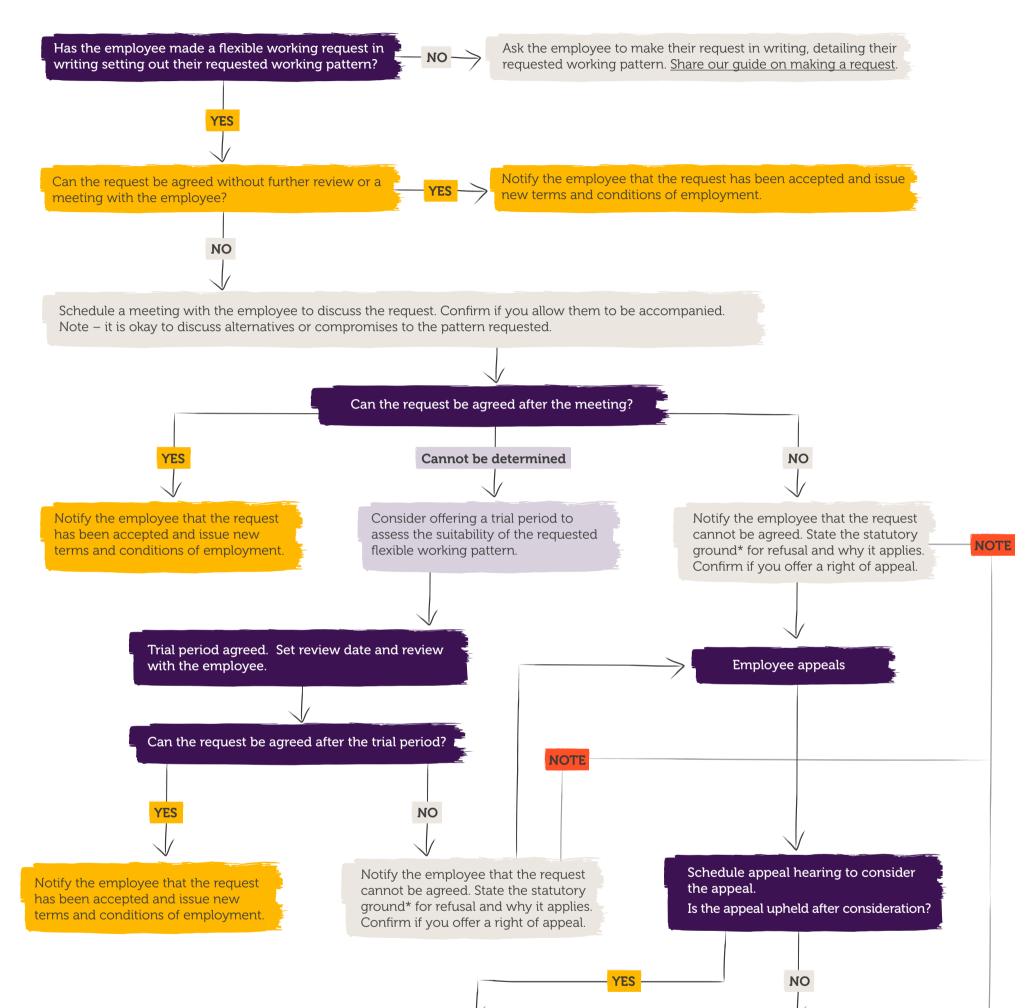
Responding to a formal flexible working request

Last reviewed February 2024



Notify the employee that the request has been accepted and issue new terms and conditions of employment.

Confirm to the employee the appeal is not upheld setting out relevant reasons.

- * According to the <u>Acas Code of Practice</u> on responding to a flexible working request a decision to reject a request must be for one or more of the following business reasons which are set out in the Employment Rights Act 1996:
- the burden of additional costs
- an inability to reorganise work amongst existing staff
- an inability to recruit additional staff
- a detrimental impact on quality
- a detrimental impact on performance
- a detrimental effect on ability to meet customer demand
- insufficient work available for the periods the employee proposes to work
- planned structural changes to the employer's business.

CIPD