**Flexible Working Requests – Line Manager Guide**

Line Managers may get flexible working requests from their employees. When dealing with these there are a few points to consider:

* Employees have the right to request flexible working from day 1.
* The consideration for all flexible working requests should be fair.
* Always check the Company’s Policies for the correct process to follow.
* Flexible working requests should be made in writing. A Company-specific form may be available per your Company’s Policies.
* Identify if the employee has made any previous flexible working requests before. Employees can only make two flexible working requests in 12 months.
* Consider how the work of the employee would be carried out.
* Identify any impact the new working pattern may have on productivity.
* The decision should be made within a maximum of 2 months from the date of the application.
* The decision should be confirmed to the employee in writing.
* If the application was refused, the business should be able to provide a sound business reason for the decision.
* Employees are entitled to appeal the decision.

The appeal should be dealt with, and responded to, within a maximum of 2 months.