

# FLEXIBLE WORKING FLOWCHART

## (FOR REQUESTS MADE ON OR AFTER 6 APRIL 2024)

\*If a flexible working request is made for a predictable working pattern it will count as both a request for flexible working and a request for predictable terms and conditions (once this new right comes into force – likely September 2024).



- The 8 grounds of refusal are:
- Planned structural changes
  - Inability to meet customer demand
  - Detrimental impact on quality
  - Detrimental impact on performance
  - Insufficiency of work at the times when the employee wants to work
  - Inability to reorganize work amongst existing staff
  - Detrimental impact on performance
  - Inability to recruit additional staff

A decision must be reached on flexible working requests within 2 months of the date of the request unless both parties agree otherwise.

Employees are only able to make two flexible working requests in any 12 month period.