

# Flexible working

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Flexible working is a way of working that suits an employee's needs.

## Types of flexible working

<i>Job share</i>	Two people do one job and split the
<i>Remote</i>	Working from anywhere other than the employee's usual workplace (can include working from home)
<i>Hybrid</i>	Combination of working remotely and in the employee's usual workplace
<i>Part-time</i>	Working less than full-time hours (usually by working fewer days)
<i>Compressed hours</i>	Working full-time hours but over fewer days (e.g. a 9-day fortnight)
<i>Flexitime</i>	Employee chooses when to start and end work (within agreed limits) but works core hours (e.g. 10am – 4pm every day)
<i>Annualised hours</i>	Employee has to work a certain number of hours over the year but has some flexibility about when they work
<i>Staggered hours</i>	Employee has different start, finish, and break times from other workers
<i>Phased retirement</i>	Older employees can reduce their hours and work part-time

## What are your rights?

You can request flexible working at any point, from the first day in your new job. You can request a change to:

- The number of hours you work
- When you start or finish work
- The days you work
- Where you work

## How to make a flexible working request

Write to your employer, including the following information:

- The date
- A statement that this is a statutory request
- Details of how you want to work flexibly and when you want to start
- An explanation of how you think working flexibly might affect the business, and suggestions for how this could be dealt with (e.g if you're not at work on certain days)
- A statement saying when and if you've made a previous application

You can make two applications for flexible working in any 12-month period. If you wish to withdraw your request, you must tell your employer in writing.

➡ You can write an email or letter, or use this [template](#)

## What happens next?

Your employer considers the request and must make a decision within two months of receiving it

- ➡ If their answer is YES, your employer must:
  - Write to you with a statement of the agreed changes
  - Write to you with a start date for flexible working
  - Change your contract to include the new terms and conditions

This must be done within 28 days of the request being approved
- ➡ If their answer is NO, your employer must write to you outlining the business reasons for the refusal

An employer can refuse your application for any of the following reasons:

- Extra costs that will damage the business
- The work cannot be reorganised among other staff
- People cannot be recruited to do the work
- Flexible working will affect quality and performance
- The business will not be able to meet customer demand

- There's a lack of work to do during the proposed working times
- The business is planning changes to the workforce

Whilst an employer can refuse your application if they have a good business reason for doing so, if they have not handled your request in a reasonable manner (e.g. discussing the request with you, offering an appeal process – note this is not a statutory right) OR treated you poorly because of your request (e.g. refused a promotion), you may be able to complain to an [employment tribunal](#)