

How To – Flexible Working Application Process

NB: A formal flexible working request may not be required, an informal discussion between employee and manager should take place in the first instance to establish the nature of the request.

The application process and timescales, including the arrangements agreed for approving and refusing requests, and appealing against the outcome of requests, must be strictly followed by Managers, in accordance with the Flexible Working Regulations (2014) and updates 2024.

1. Making/Receiving Applications to Work Flexibly
2. Timescales
3. Acknowledging Receipt of Applications
4. Assessing the Application
5. Meeting between the Employee/Manager
6. Informing the Employee of the Outcome

1. Making/Receiving Applications to Work Flexibly

Requests by employees, for flexible working, should be made using the Flexible Working Request Form, where necessary, following initial informal discussions with their manager.

Up to two requests may be made within any twelve month period.

If the employee fails to complete all the necessary information, they may be asked to resubmit the application before it can be considered.

2. Timescales for Considering a Request to Work Flexibly

The manager should consider and decide on requests reasonably and within a **two month** period unless an extension has been agreed with the employee. This includes time for the outcome of any appeal, as appropriate.

3. Acknowledging Receipt of the Application

The Manager should acknowledge receipt of the application within a reasonable timescale. It is important that receipt of the application is noted as the Manager should then meet the employee within a reasonable timescale. The date of receipt is the date the employer received it.

4. Assessing the Application

Requests for flexible working must, first and foremost, be assessed against the impact they will have on the delivery of the service, whether the service provided is directly to the public or to an internal customer. See separate [Assessing Flexible Working Requests Guidance](#)

5. Meeting between the Employee/Manager

Initial discussions may take place prior to the formal Flexible Working Request being made and the Manager should meet with the employee within a reasonable timescale following receipt of the formal application.

If a request is of an urgent nature then the manager should try, as far as possible, to accommodate the needs of the employee and arrange to meet with them as soon as possible.

A Manager who does not have full management responsibility for an employee who submits a request to work flexibly should still acknowledge receipt of the application and should discuss immediately with their Manager. It is anticipated that, in these cases, both Managers will jointly assess the application and consult with the employee to discuss the request.

See separate guidance on [Meeting with the Employee.](#)

6. Informing the Employee of the Outcome

The Manager should inform the employee of the outcome of their application within a reasonable timescale

Please see [Approving a Flexible Working Request](#)

Please see [Refusing a Flexible Working Request](#)