Statutory Flexible Working Request Flow Chart
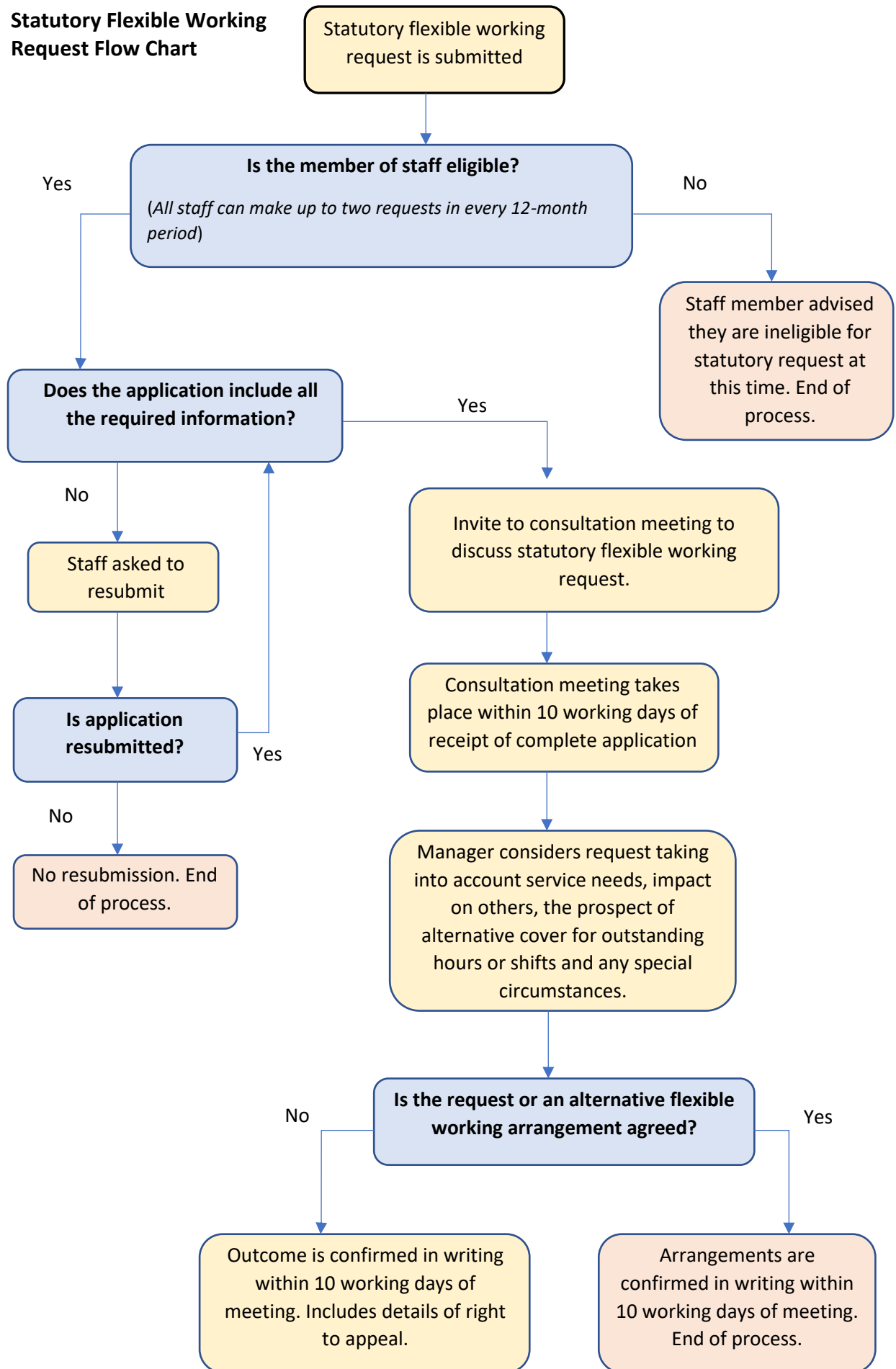
Statutory flexible working request is submitted

Is the member of staff eligible?

(*All staff can make up to two requests in every 12-month period*)

Yes / No

No → Staff member advised they are ineligible for statutory request at this time. End of process.

Yes → **Does the application include all the required information?**

No → Staff asked to resubmit

Is application resubmitted?

Yes → (returns to: Does the application include all the required information?)

No → No resubmission. End of process.

Yes → Invite to consultation meeting to discuss statutory flexible working request.

Consultation meeting takes place within 10 working days of receipt of complete application

Manager considers request taking into account service needs, impact on others, the prospect of alternative cover for outstanding hours or shifts and any special circumstances.

Is the request or an alternative flexible working arrangement agreed?

No / Yes

No → Outcome is confirmed in writing within 10 working days of meeting. Includes details of right to appeal.

Yes → Arrangements are confirmed in writing within 10 working days of meeting. End of process.

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Request Flow Chart**

Yes — **Does individual appeal?** — No

Invite to appeal

No appeal. End of process.

Appeal hearing. Takes place within 10 working days of receiving appeal.

Is appeal upheld? — No

Yes

Staff notified that appeal is upheld and flexible working arrangements agreed are confirmed in writing. End of process.

Notify staff that appeal is dismissed. End of process.