

Colleague Guide to the Flexible Working Request Process

All colleagues at Swansea University have the right to request adjustments to their working pattern.

Application

You must make an application using the form “Request to Change a Working Pattern” to your Line Manager or Head of School for Academic colleagues AND send a copy to your Human Resources

Business Partner, clearly stating the arrangements you would like to be considered.

All requests will be considered carefully and discussed with you however it is not an automatic right that requests will be granted. If your application is accepted, adjustments to your working pattern may be introduced for a trial period of up to 12 months (period to be defined at the outset) with reviews built in. These reviews will provide the opportunity for you and your manager to address any issues which may arise during the trial period, amend your working pattern accordingly and confirm your adjusted working pattern.

There is scope for you to apply for a wide variety of different types of working pattern for example you can request to:

- Change the hours you work or
- Change the times when you are required to work or
- Work from home. Please note that staff who are working from home should not have sole responsibility for a child/children or other dependent when they are working. Please see the Agile Working Policy for further clarification.

When completing the “Request to Change a Working Pattern” form please:

- Ensure that you have dated your request
- Confirm your current working pattern
- Describe the flexible working pattern you would like to work in the future
- Indicate when you would like the change to commence

- When requests for flexible working are temporary, we would ask you to state the date when the revised working pattern should end.
- Include reasons for your request (if you are making the request in relation to the Equality Act 2010, for example as a reasonable adjustment for a disability please also include)

When making a request for flexible working, we would ask you to explain the need for the request, but only if they are comfortable to do so, as we appreciate the need for sensitivity

It is to your advantage to provide in your written application as much detail as possible about the flexible pattern of hours you would like to work. It is important for you to carefully think about which working pattern will help you best meet your needs and when you would like your new working pattern to begin. Please note that if you request a flexible working pattern that will reduce your hours it will also reduce your pay and pension contributions and

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holiday entitlement. By giving information about the reasons for your request, it is possible that you and your manager may be able to consider other ways of changing your work arrangements that meet your reasons, if your initial request cannot be accommodated. For example, there may be options to agree a temporary change.

Meeting

As soon as possible after the receipt of your "Request to Change a Working Practice" form your line manager or Head of School must arrange to meet with you. You may be accompanied, at the meeting by a work colleague or union representative if you wish. There are 3 possible outcomes to your meeting:

- You line manager or Head of school may approve the request
- You line manager or Head of school may refuse the request
- It may be that the initial proposal is not workable but that an alternative has been agreed

As soon as possible after the date of the meeting your line manager or Head of school will write to you to confirm the outcome of the meeting.

If your request is accepted, the written confirmation will:

- Include a description of the new working pattern
- State the date from which the new working pattern is to take effect
- Define the trial period and confirm a review date if applicable
- Be dated
- If there is any change to pay and/or terms and conditions these will be confirmed in writing by HR.

If your request is rejected, the written confirmation will:

- State the ground(s) for refusing the application (based on one or more of the eight business reasons)
- Provide a sufficient explanation as to why the ground(s) for refusal applies in the circumstances
- Provide you with details of how to appeal
- Be dated

Withdrawal

If a meeting is arranged to discuss the application including any appeal and you fail to attend this and a rearranged meeting without good reason the application will be deemed to have been withdrawn.

Consideration

Your request will be considered carefully but it may not be possible to agree to your request.

Appeal

If you are not happy about the outcome of the meeting, you may appeal against the decision within 14 days of receipt of the written confirmation, by writing to the VC's Office, setting out the grounds for your appeal.

Appeal Meeting

As soon as possible after receiving notification that you wish to appeal, an appeal meeting will be arranged by an appropriate senior officer appointed by the Vice-Chancellor. The HR Business Partner will notify your line manager or Head of school for information, of any such appeal. At the meeting, you may be accompanied

by a work colleague or a union representative if you wish. You will be informed of the outcome of the appeal in writing as soon as possible after the date of the appeal meeting. The appeal decision is final, but does not deny you the statutory right to take your complaint to an Employment Tribunal and to the Advisory, Conciliation and Arbitration Service (ACAS).

Time Limits

The law requires that this process (including the appeal process) must be considered and decided upon within two months, unless the University and yourself have agreed to extend the timescale.

Useful Documents

[Flexible Working Policy](#)

(all documents can be accessed from this webpage)

- o Line Manager Guide to the Flexible Working Request Process

- o Request to Change a Working Practice form

- o How Does The Flexible Working Request Process Work? –
flowchart

ACAS Code of Practice – Handling Flexible Working Requests In a
reasonable manner

[http://www.acas.org.uk/media/pdf/g/r/11287 CoP5 Flexible Working v1 0 A
ccessible.pdf](http://www.acas.org.uk/media/pdf/g/r/11287_CoP5_Flexible_Working_v1_0_Accessible.pdf)

ACAS Code of Practice – The right to request Flexible Working

<http://www.acas.org.uk/index.aspx?articleid=161>