



Swansea University
Prifysgol Abertawe

Employee Guide to the Flexible Working Request Process

All employees 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 AND send a copy to your HR Officer, 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 month (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.

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
- Indicate the implications of the change (such as health and safety if requesting home-working)
- Indicate the affect it will have on your colleagues and the service the team provides
- Indicate the ways in which implications can be managed
- 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)

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. If you request a flexible working pattern that will reduce your hours it will reduce your pay also. 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 will 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 may approve the request
- You line manager 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 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.



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Consideration

Your request will be considered carefully but it may not be possible to agree to your request for one of the eight business reasons.

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 Director of Human Resources, 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 the Director of Human Resources for an appropriate nominee to hear the appeal. The Director of HR will notify your line manager 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 three 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)
 - Line Manager Guide to the Flexible Working Request Process
 - Request to Change a Working Practice form
 - 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/f/e/Code-of-Practice-on-handling-in-a-reasonable-manner-requests-to-work-flexibly.pdf>

ACAS Code of Practice – The right to request Flexible Working <http://www.acas.org.uk/media/pdf/1/a/The-right-to-request-flexible-working-the-Acas-guide.pdf>