



## Cloch Housing Association

# Flexible Working Policy

<b>Policy Name</b>	Flexible Working
<b>Policy Category</b>	Corporate & Governance
<b>Policy Number</b>	003
<b>Approved by</b>	Board or F&CS Sub-Committee
<b>Responsibility of</b>	Corporate Services
<b>Date Adopted</b>	21/05/2019
<b>Last Review</b>	02/06/2022
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<b>Equalities Impact Assessment Required</b>	Yes
<b>Link to other policies</b>	Recruitment Policy, Terms and Conditions
<b>Consultation</b>	Yes (internal)
<b>Need for procedure</b>	No

## 1.0 Introduction

Cloch Housing Association Ltd (“Cloch”, “the Association”) recognises that having a flexible working policy will help to ensure compliance with the right to request flexible working brought in by the Employment Act 2002 and Work and Families Act 2006. The policy seeks to ensure equality and fairness throughout the process and aid employees work life balance. Employees have the right to request changes to their working hours or place of work under the statutory right in the Employment Rights Act 1996 to request flexible working.

This policy is split in to two:

- a. Flexible Working
- b. Flexi Time and TOIL

The distinction here is that Flexible Working, could change the contract for the employee or allow the employee to work differently, and flexi time and TOIL deals with the ability to come and go during the working week outwith the standard office opening hours and lunch hour to help with the ebb and flow of the workplace demands and the employees own personal demands.

### **FLEXIBLE WORKING**

## 2.0 Background

The Association is believes its staff members are its most valuable asset and is committed to attracting and retaining the very best and utilising all talent and experience available. The Association understands that it is important for staff members to establish a work – life balance as many individuals have personal responsibilities outside from work. Flexible work may allow more freedom for employees to organise their employment to fit in with other parts of their life.

## 3.0 Legal Framework

- Employment Rights Act 1996  
In August 1996 the Employment Rights Act was introduced to set out statutory employment rights of workers and employees.
- Employment Act 2002  
In April 2003 the Employment Act introduced the right for parents of young and disabled children to apply to work flexibly in order to strike a better balance between their home and work responsibilities.

- Work and Families Act 2006  
The Act builds on the right to request flexible working introduced in April 2003. The Work and Families Act extends this right to include employees who care for or expect to care for adults.
- Flexible Working Regulations 2014  
These regulations further extend the right to request flexible working to employee's who have 26 week's continuous service with an employer.
- Employment Relations (Flexible Working) Act 2023  
These regulations reduced the waiting time to make a flexible working request from 26 weeks employment to a day one right as well as allowing for 2 requests to be made in a 12-month rolling period and reducing the time to respond from 3 months to 2 months.

## **4.0 Policy Principles**

### **4.1 The Policy**

- Has been produced to ensure compliance with the Association's legislative requirements.
- Aims to provide workers with the opportunity to request to change their standard working arrangements to strike a better balance between their home and work responsibilities and for the Association to retain talent and skills in the workforce and react effectively to changing market conditions.
- Details the flexible working procedure that must be followed and provides standard letter templates and forms to use.
- Is only applicable when the employee instigates the request to work flexibly (and not when it is instigated by the employer).
- Re-emphasises a desire to create a good place to work for everyone by aiming to retain skills and experience and adapting to changes in society.

4.2 Cloch wants to be able to provide the best working experience for all its staff but must balance this with ensuring that we also provide the best customer experience meeting the demands on our service. Where requests for part-time and job share work are made, they will be considered taking account of the number of part time/job share roles within each team. Requests will be considered in order of receipt. The management of job share and part time roles can, if there are too many, cause an increase in performance management, a lack of continuity for tenants at either end of the week, and difficulty coordinating activities within a team or the Association.

## **5.0 Eligibility**

Under provisions set out in the Employment Rights Act 1996 every employee has a right from day one of employment to request a change to their contractual terms and conditions of employment. An employee has the right to make 2 flexible working requests within a rolling 12-month period.

### **General**

To be eligible, staff members must:

- Be an employee.
- Not be an agency worker.
- Not have made more than 2 applications to work flexibly under the right during the past 12 months.

## **6.0 Types of Flexible Working**

Some examples of flexible working are documented below, however please note this list is not exhaustive.

### **6.1 Part-time working**

A system whereby the employee is contracted to work fewer than the standard full-time hours. There are many variations to part-time working such as later start or earlier finish times, afternoons or mornings only and fewer working days in the week. However, the interpretation of part-time working within Cloch is that we currently have 7 part-time posts in the Association – all other posts are full-time or job-share. Part-time is where someone does 100% of a job and the job does not require a full-time equivalent (FTE). Where someone requests to reduce/condense hours this would normally be considered on a temporary informal basis, however a business case would need to be put forward to argue that a FTE is then reduced to part-time.

### **6.2 Flexi-time**

A system that permits flexibility of working hours at the beginning and end of a day or shift within certain set limits by the Association. This provision is not required by law and it is entirely a decision of the Association to introduce it. The Association will reintroduce a flexi-time procedure which is detailed in pages 8-10 and will monitor its effectiveness. This is an operational procedure managed entirely at the discretion of the CEO and will be reviewed at regular intervals.

### 6.3 Job-sharing

An arrangement whereby two part time (or occasionally more) employees share the responsibility of a position. In a 'shared responsibility' arrangement the individuals both carry out all the duties of the job simply by picking up the work where the other employee left off. A 'divided responsibility' arrangement is when the duties of the position are divided between the two individuals, with each being able to provide cover for the other as and when necessary.

When one of the Job Share post holders leaves and there is a vacancy, this will be offered in the first instance to the remaining job share employee to start working full-time. In periods where there is a vacancy or long-term absence, the other Job-Share partner may be asked if there is scope for additional hours, but this is only an option for the employee should they be able to accommodate the request – there is no requirement to work additional hours or fill the vacancy. Should the remaining post holder not be in a position to assist then the Association will either advertise the vacancy or make alternative arrangements.

### 6.4 Term-time working

The employee remains on a permanent contract but can apply to take an unpaid leave of absence as agreed.

### 6.5 Working from Home

An approach whereby an employee carries out a proportion of their duties from home rather than on the Association's premises. This is currently working for many staff at Cloch and is a fluid hybrid arrangement.

### 6.6 Sabbaticals

A system whereby the employee has an extended period of time away from paid work, often with a guarantee of a return to the same or similar job at the end of the period agreed. This provision is not required by law and it is entirely a decision of the Association to introduce it.

Please refer to the separate Sabbatical Leave Policy (Policy Number 014) for future information.

### 6.7 Shared Parental Leave (SPL)

SPL enables eligible parents to choose how to share the care of their child during the first year of birth/adoption. The Association has a Shared Parental Leave Policy (Policy Number 013).

## 6.8 Compressed Hours

A system permitting employees to work their total number of contractual hours over fewer working days. For example, a five-day working week may be compressed into four days.

## 7.0 **Flexible Working Procedure**

Although these are procedures, they remain in the policy as they cover items such as the business reasons for refusal.

The Association aims to deal with requests as soon as possible and within 2 months of first receiving the request, including any appeal.

If for some reason the request cannot be dealt with within the 2-month period, then the employer can extend this time limit provided the staff member agrees.

### 7.1 Application for flexible working

To apply for flexible working, employees need to follow the steps below:

- Apply in writing to the Director of the department, copying in their own Manager.
- State the date of the application, the change to working conditions the employee is seeking and when they would like this change to come into effect.
- State that it is a statutory request.
- State whether a previous application has been made to the Association and the date of the application.
- Sign & date it.

### 7.2 Once the request is received

If the Association are happy to accept the change requested, they can confirm in writing without the need for a meeting. Alternatively, a meeting should be arranged.

#### The Meeting

- Employee will be invited to a meeting in writing and informed they can be accompanied by a fellow employee or trade union.
- At the meeting the employee's proposal will be discussed.
- If the employee's proposal is not suitable to the business, alternative solutions will be discussed.

- If an employee fails to turn up for a meeting without prior notification on more than one occasion and fails to provide a satisfactory explanation, the Association will treat the application as withdrawn. This will be confirmed in writing informing the employee this will constitute one of their 2 flexible working requests they have a right to make in a rolling 12-month period.
- After the meeting the manager will inform the employee of their decision in writing, along with all details of the change.

### 7.3 Flexible Working Acceptance

- Once both sides have agreed to the changes requested, or an agreed variation of the request, a permanent variation of the employee's terms and conditions will be issued. The employee has no automatic right to return to the original arrangement.
- A trial period for a specified time may be agreed to establish if the new arrangement is suitable for the needs of the business. This will be confirmed in writing following the meeting and acceptance.

### 7.4 Flexible working rejection

If the employee's application is declined, it will be confirmed in writing specifying the business reasons for rejection.

One (or more) of the following reasons may apply:

1. Burden of additional cost
2. Inability to reorganise work amongst existing staff
3. An inability to recruit additional staff
4. A detrimental impact on quality
5. A detrimental impact on performance
6. Detrimental effect on ability to meet customer demand
7. Insufficient work for the periods the employees proposes to work
8. A planned structural change to the business.

### 7.5 Withdrawal of application

The Association can treat an application as withdrawn under the statutory provisions where the employee has:

- Notified the Association, verbally or in writing, that the application is withdrawn.
- Without a reasonable explanation failed more than once to attend a meeting or appeal meeting
- Refused to provide the Association with information required in order to assess whether the contract variation should be agreed to.

## 7.6 Appeal Process

An employee no longer has the automatic right to appeal but the Association will consider hearing the appeal as best practice.

- The staff member can appeal against the Association's decision to refuse an application.
- The appeal should be made in writing to a named manager of at least one level higher than the manager who made the original decision if possible and then a meeting will be held to discuss the appeal and any options available.
- The employee will be informed they can be accompanied to the meeting by a fellow employee or trade union representative of their choice
- After the meeting, the employee will be notified in writing, confirming the grounds for decision.

## 8.0 **Responsibilities**

Both the employee and the employer have certain responsibilities within this procedure as follows below:

### 8.1 Employee's responsibilities

- To provide a careful thought out application.
- To ensure their application is valid by checking that all the eligibility criteria are met and that they have provided all necessary information.
- To ensure the application is made well in advance of when the change is proposed to take effect.
- To arrive at meetings on time and to be prepared to discuss their application in an open and constructive manner.
- If necessary, be prepared to be flexible themselves in order to reach an agreement with the Association.
- If the employee wishes to be accompanied by a representative, the employee must ensure that their representative can attend on the date proposed by the Association or an alternative date within the time frame previously stipulated.

### 8.2 Employer's responsibilities

- To consider requests thoroughly and in good faith in accordance with the set procedure
- To deal with requests as quickly as possible and within 2 months.
- To decline a request only where there is a recognisable business ground and to explain to the employee why it applies.



- To ensure that any variation of the procedure is agreed in advance with the employee and recorded in writing
- Not to subject an employee to detriment or dismissal for making a flexible working request.

## **9.0 General Data Protection Regulation**

The Association will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in the Association's Employee Privacy Notice Policy.

See Appendix 1 for all standard forms and letters relating to requests for Flexible Working.

## **10.0 FLEXI TIME AND TOIL**

### **10.1 Introduction**

This procedure covers the rules for staff on how to use the Flexi system and TOIL. Flexi and TOIL are not part of the EVH Terms and Conditions, but rather, compliment the spirit of these terms and conditions and are offered as a benefit to employees. They are designed to allow for the ebb and flow of a modern workplace whilst helping to ensure that the office is adequately staffed during normal office hours.

### **10.2 The Flexi System – a brief description**

The Flexi System is operated through the time clock system. Staff have core hours where they have to be in attendance unless they have a planned absence or an unplanned absence which is authorised. Out with the core hours, the flexi system allows them to arrive late in the morning or leave early in the evening. Conversely, it allows them to arrive early and leave later. It also allows staff to extend their lunch break. Extra hours worked are "banked" and can be used to take a half day or full day leave or can be used to attend medical appointments, deal with child care and so on.

The process and rules are explained in Section 2.

### **10.3 TOIL – a brief description**

TOIL is "Time off in Lieu" and is given to employees who are required to work out with core hours. Examples of this are where a member of staff has to attend a Board or Sub-Committee Meeting; attends an external meeting held in the evening; attends a community event at the weekend.

TOIL is banked separately from Flexi and is not subject to the same rules as Flexi. For the full rules and procedures, see Section 3.

10.4 Whichever method is used, it is the job of the Line Manager to ensure that the system is worked in a fair and consistent manner across all the departments of the Association and it is the job of Corporate Services staff to keep good records and advise managers and staff where there may be issues or to assist staff where they need advice.

#### 10.5 Flexi System

#### 10.6 Background information

The **office opening hours** are:

- Monday, Tuesday Wednesday – 9am to 5pm
- Thursday – 9am to 6pm
- Friday – 9am to 4pm

The **office core hours** are:

- Monday, Tuesday, Wednesday – 10am to 12pm and 2pm to 4pm
- Thursday – 10am to 12pm and 2pm to 5pm
- Friday – 10am to 12pm and 2pm to 3pm

Staff contracted hours will vary depending whether they are full-time, part-time or job share but the core hours apply relative to their contracted hours.

**The Flexi Periods** are:

Monday, Tuesday, Wednesday – 8.30am to 10am and 4pm to 5.30pm  
Thursday – 8.30am to 10am and 5pm to 6.30pm  
Friday – 8.30am to 10am and 3pm to 4.30pm

#### 10.7 Rules of Flexi System

- a. Staff can clock in early or late and clock out early or late in the Flexi Periods.
- b. Staff can extend their lunch hour or take a shorter lunch break. Cloch encourages staff to take the hour break. However, if this is not possible a limit of no less than 45 minutes should be taken. If an individual takes less than 45 minutes for lunch the timeclock will deduct 45 minutes automatically. If an individual doesn't clock at all the system will deduct 45 minutes. Before taking a longer lunch, staff should check with their team that there will be adequate cover.
- c. If they are clocking in or out during the office hours' time period, they should first check with their team that there is adequate cover. For example, they won't be in the office until 9.30am or they want to leave at 4.30pm.

- d. Staff can request to take up to two half days or 1 full day each month if they have banked enough hours to do so. This is pro-rata for part-time staff where they will be able to take ½ day in a month or 1 day every 2 months. If pro-rata staff have a half day one month (eg in April) then they cannot have a full day the following month (May) they need to wait until June to request a full day. They can have 2 consecutive half days though; but again would need a gap of 1 month before being permitted a full day's flexi.
- e. It is not expected that staff will make the request unless in the month where they are accumulating the half or full day flexi. If leave is booked out with the month, then it should be annual leave. If the person can then convert a day's annual leave to flexi within the month leading up to the holiday then the adjustment can be made. Before flexi leave is taken, the staff member must have banked the correct number of hours and follow the rules stated in (d) above. For flexi taken as holiday, the member of staff will not be allowed to put themselves in to negative flexi in order to achieve this.
- f. Staff would not normally be expected to go more than 4 hours in to negative flexi, but we recognise that this might happen due to exceptional circumstances – see below. The 4 hours is a maximum and we would not expect someone to consistently sit at 4 hours during the year.

#### **Exceptional Circumstances:**

- i. We require staff to use flexi or annual leave to attend medical appointments during working hours, so it is totally reasonable that a flexi period can be within core hours to allow staff to attend appointments
- ii. We recognise that child care and care for vulnerable adults can put pressures on staff. If circumstances arise which mean staff have to deal with an urgent unplanned situation, managers will allow flexi to be taken in core hours.
- iii. We recognise that other exceptional circumstances will arise and in the event that a member of staff knows they are going to have to take flexi in core hours, they should notify their manager or another manager (if their line manager is not available) to let them know or immediately seek out their line manager on return to work.
- iv. Persistently having to take flexi in core hours will lead to an interview with the line manager. It may be that if a staff member's circumstances have changed and they need a temporary or permanent change in their contracted hours, our Flexible Working Policy will cover this.

- g. If a staff member has banked more than 7 hours flexi at the end of the calendar month they will lose additional hours sitting on their account. A member of staff who consistently loses hours, should speak to their manager about why they are having to work so many hours and come to some sort of agreement about managing their workload. Cloch H.A. supports an active work/life balance.
- h. At the end of a month, if a staff member is sitting with more than 4 hours negative flexi, where it hasn't been approved by their manager, they will be asked by their manager when they expect to start to bank the hours to bring them back under 4 hours. If there is no effort on the part of the employee, all rights to exceptional circumstances will be removed and the member of staff may be removed from the Flexi System all together.
- i. The CEO reserves the right to withdraw the Flexi System from a member of staff who they think abuses the rules and the principles behind them.
- j. The time clock system is maintained on a daily basis by the member of staff and the Corporate Services team can help with corrections.
- k. Managers must ensure they monitor staff cover, staff flexi banked and negative flexi and flexi requested and taken. They can do this by checking an individual staff member's time clock. A report is issued to everyone who is an administrator at the end of the month showing flexi lost.
- l. If a member of staff feels they are being treated unfairly or wish to appeal a decision not to be granted flexi, they should approach their line manager in the first instance and then approach the CEO.

#### 10.8 Flexi Permissions on the time clock

- a. For normal ebb and flow at the beginning and end of the day and at lunchtime, staff can simply clock in and out without permissions, but ensuring there is adequate team cover in office hours.
- b. For flexi where the flexi will take the member of staff in to core hours but which would not be deemed to be a half or full day and where the absence is planned (such as a medical appointment), the member of staff should put a flexi request through the time clock to be validated by the manager. This requires you to put in a time you expect to either arrive in the office for morning appointments, or leave the office, for afternoon appointments.
- c. For unplanned flexi, the member of staff should clock in or out and seek permission after the event in the form of a comment written on to the flexi log by their manager.

- d. For full day or half day requests, unless unplanned, the staff member must make the request via the timeclock system and have it validated by the manager prior to taking the leave. It is preferred that this request is made at least 2 working days before taking the leave and that it is verbally discussed with the manager before making the request to ensure there is enough cover in the office.

## 10.9 TOIL

- TOIL is accumulated out with the Flexi hours and is for work that the member of staff is required to do as part of their job. Any TOIL should be pre-approved by their manager if it is not normally part of their job, for example, visits to tenants in the evening. A separate item on the time clock will record the TOIL hours, separate from the flexi hours.
- TOIL is accumulated after the Flexi Period ends, so for example, TOIL can be claimed after 5.30pm, Monday to Wednesday; 6.30pm, Thursday; 4.30pm, Friday. However, if someone simply works beyond the Flexi Period end times where it is not sanctioned / pre-approved time by the manager, this will not be regarded as TOIL.
- TOIL is treated differently to Flexi because it is hours that the member of staff should take after the work has been completed. The pro-rata rules for flexi do not apply to TOIL. TOIL can be taken in any denomination (eg 30 mins, 1 hour, half day or a full day).
- It is encouraged that a member of staff takes their TOIL as soon as is reasonably practical after the event. A staff member can have a flexi day and a TOIL day within the same month (provided the rules for requesting the time off have been followed).
- A member of staff should not carry over more than 7 hours of TOIL in any one month. If this is proving difficult because of a lot of evening or weekend work, they must speak to their Line Manager to discuss when it will be taken. It is not expected that TOIL gained in one month will be carried over longer than 3 months after the event. Cloch H.A. supports a good work/life balance and prolonged evening work should be discussed with the Line Manager to try to come to some adjustment to working hours.
- Only in exceptional circumstances approved by the CEO and within budget, can TOIL be converted to pay. This might be because of the level of TOIL and the staff member being unable to take the TOIL (perhaps because of prolonged period of illness), but it is at the discretion of the CEO. This will not apply to the CEO. The CEO will not take paid leave in lieu of TOIL.

## APPENDIX 1: FORMS AND LETTERS RELATING TO REQUESTS FOR FLEXIBLE WORKING

### a. Flexible Working Application Form

**Note to the employee:**

You can use this form to make an application to work flexibly under the right provided in law.

It will help if you provide as much information as you can about your desired working pattern. It is important that you complete all the questions as otherwise your application may not be valid.

Please give your completed form to your line manager.

Employee Details	
Name:	
Date of Application:	
Start Date:	
Job Title:	
Department:	
Manager:	
Current Hours worked per week:	
Current Shift Pattern:	
Previous Application Made & Date (if applicable)	
Proposal	
<p><i>Please detail your proposal below, including your proposed working pattern, effective date of change, if the request is temporary or permanent. It would also be helpful for the Association's consideration of the request if you could detail the impact the request may have on the Association and how you believe this could be remedied.</i></p>	

Name: \_\_\_\_\_ Signed: \_\_\_\_\_

**Dated:** \_\_\_\_\_

**b. Letter inviting applicant to a meeting about their request.**

Date

Name

Address

Postcode

Dear Name

**Invitation to meeting to discuss application for flexible working**

Further to your recent application requesting flexible working dated, I am writing as this time to invite you to a meeting to discuss your request in detail.

The meeting will be held as follows:

**Date:**

**Time:**

**Location:**

**Conducting:**

If you wish you may be accompanied at this meeting by a fellow employee or trade union representative of your choice. Please let me know in advance who will be attending with you.

I look forward to meeting with you.

Yours sincerely

**Insert Name**

**Insert Job title**

**c. Letter outlining the acceptance from the meeting (if this is the decision)**

Date

Name

Address

Postcode

Dear

**Flexible Working Request Acceptance**

Further to your application for flexible working [dated], and our subsequent meeting on [xx date], I am writing to inform you that your application for Flexible Working has been accepted.

Or

Further to your application for flexible working [dated] and our subsequent meeting on [xx date] we discussed your request in depth and unfortunately, your original request could not be accepted. However, following subsequent discussions, an agreement was reached regarding an alternative solution and a variation of your contract has been accepted.

Your new working arrangement will be as follows:

- (insert all details of changes, hours, location, salary etc.)

Your new working arrangement will take effect from [xx date].

All other terms and conditions will remain the same as per your contract dated [xx].

In anticipation of your confirmation of the above arrangement/s I have enclosed 2 copies of this letter. Please sign and date one copy and return it to [xx]

Yours sincerely

**INSERT NAME**  
**INSERT JOB TITLE**

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I accept the changes to my terms and conditions as documented above.

**Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Dated:** \_\_\_\_\_



#### d. Refusal to accept application for flexible working

##### Note to the employer

Before using the letter you must ensure that full consideration has been given to the application. You must state the business ground(s) as to why you are unable to agree to a new working pattern and the reasons why the ground(s) applies in the circumstances.

The list of the permissible business grounds under which a request may be refused are:

- Burden of additional costs
- Detrimental effect on ability to meet customer demand
- Inability to reorganise work among existing staff
- Inability to recruit additional staff
- Detrimental impact on quality
- Detrimental impact on performance
- Insufficiency of work during the periods the employee proposes to work
- Planned structural changes.

Date  
Name  
Address

Dear Name

##### Outcome of Flexible Working Application

Following receipt of your application *dated* and our subsequent meeting on *xx date* I have considered your request for a new flexible working pattern.

I am sorry but I am unable to accommodate your request for the following business ground(s):

- INSERT GROUNDS

The grounds apply in the circumstances because:

- INSERT REASON

(You should explain why any other work patterns you may have discussed at the meeting are also inappropriate.)

If you are unhappy with the decision you may appeal against it in writing to (*insert name of person to hear appeal*) within five working days of receiving this letter.

Yours sincerely

**Insert Name**  
**Insert Title**

**e. Outcome of appeal.**

Date

Name

Address

Dear Name

**Flexible Working Appeal Hearing Outcome**

Further to your application for flexible working, and your subsequent appeal hearing, I am writing to inform you that the appeal has been upheld which will result in a permanent change to your Terms and Conditions of Employment.

As agreed your new working arrangement will be:

(insert all details of changes, hours, location, salary etc.)

Your new working arrangement will take effect from xx date

In anticipation of your confirmation of the above arrangement/s I have enclosed 2 copies of this letter. Please sign and date one copy and return it to (insert name of person letter should be returned to)

Yours sincerely

**INSERT NAME**  
**INERT JOB TITLE**

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I accept the changes to my terms and conditions as documented above.

**Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Dated:** \_\_\_\_\_

**f. Appeal Hearing Outcome Letter**

Date

Name

Address

Dear Name

**Flexible Working Appeal Hearing Outcome**

Further to your application for flexible working [dated], and your recent appeal hearing on xx date, I am writing to inform you that your appeal has been rejected.

The reason for the decision is (insert details of how the decision has been reached)

As a result there will be no changes to your current working arrangements and other terms and conditions.

EITHER – You have the right to make one further flexible working request from the date of the original request.

OR

May I inform you that you have now exhausted your right to make a further working request until xx insert date one year from date of first request if two have been made in the last 12 months.

Yours sincerely

**INSERT NAME**  
**INERT JOB TITLE**

**g. Withdrawal of Flexible Working Application letter.**

***Note to the employee***

*This template letter provides notification to your employer that you wish to withdraw your application for a flexible working arrangement. You have the right to make 2 requests in a rolling 12-month period so if this is your second request in 12 months you may not be able to make a further request for a period of time.*

Date

Name

Address

Dear:

**Withdrawal of flexible working application**

I wish to withdraw my application to work flexibly which I submitted to you on: \_\_\_\_\_

I understand that this will count towards my right to make 2 flexible working requests within a rolling 12-month period.

Yours sincerely

**Name**  
**Title**

**h. Acknowledgement of withdrawal letter**

Date

Name  
Address

Dear Name

**Withdrawal Notification Acknowledgement**

Further to your recent application for a flexible working request, I am writing to inform you that your application for Flexible Working dated (INSERT DATE OF APPLICATION) is viewed as being withdrawn due to (INSERT REASON FOR WITHDRAWAL AS SPECIFIED IN POLICY)

Please note that this will count towards your right to make 2 flexible working requests within a 12-month period.

Yours sincerely

**INSERT NAME**  
**INSERT JOB TITLE**