**Personal and Confidential**

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[Recipient’s name]

C/o [Recipient’s department]

[Date]

Dear [name],

**Re: Flexible Working Request**

Thank you for meeting with me on [date] to discuss your flexible working request.

[You were accompanied at the meeting by [name] who is [your trade union representative/a work place colleague.] [You were given the opportunity to be accompanied at the meeting by a trade union representative or work place colleague and decided to proceed without a companion.]

As discussed during the meeting, the flexible working arrangement you requested would have been difficult to accommodate for the reason[s] set out below: [*list the appropriate points below and expand as necessary*]:

1. impose an unreasonable burden of additional cost to the department;
2. have a detrimental effect on the department’s ability to meet our customer demands;
3. have a detrimental impact on quality;
4. have a detrimental impact on performance;
5. create unacceptable difficulties for the department as we have been unable to make arrangements to re-organise the work amongst other employees;
6. create unacceptable difficulties for the department as we [would be/have been] unable to recruit additional employees;
7. create unacceptable difficulties for the department due to an insufficiency of work during the periods you propose to work;
8. be inappropriate due to planned structural changes.

However, during our meeting we also explored alternative patterns of working, which would still provide you with flexibility whist continuing to meet the needs of the department. I am therefore pleased to confirm that we have agreed to the following arrangements [on a temporary trial basis]:

[*Detail the specific arrangements*]

***[Include paragraph below if temporary trial period in place]***

As explained, whilst I hope that we will be able to agree to the above flexible working arrangement, it is first necessary to consider the impact on the work of the department and your colleagues. We therefore agreed to extend the time limit in which to conclude the flexible working request procedure to allow for a trial period to establish these effects. The trial period will begin on [date] and end on [date]. I will arrange a meeting with you shortly before the end of the trial period to review whether or not it is possible to agree to your flexible working request.

**[*If arrangement agreed with no trial period*]**

[I am confident that this new working arrangement will be successful for both you and the department. We will continue to review the effectiveness of the arrangement during our usual 1:1 and PDR meetings but do let me know if you have any questions in the meantime.

A copy of this letter will be sent to Human Resources so that your employee records can be updated as necessary [for the duration of the trial period].

**[*Please note - If contractual working hours are changing, for example if an employee is reducing their hours, please complete a REAP so that HR can issue a change of contract letter*]**

If you have any questions at all regarding the above please do let me know.

Yours sincerely,

**[Name]**

[Position]

c.c Human Resources