**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.]

Having given the matter thorough consideration, I regret that I am unable to agree to your request for the reason[s] set out below:

You requested [brief summary of the request]. Unfortunately agreeing to [this/these] change[s] would [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.

I’m afraid that it would not be possible to agree to your request for flexible working because [summarise why the employee’s request is not workable].

During our meeting we explored whether there might be an alternative working arrangement that could offer a compromise and suit both parties. [You explained that the request outlined above was the only working pattern that would be suitable for you] [We explored whether [details of alternative working pattern discussed] would be suitable but unfortunately I am unable to agree to this [for the same reasons detailed above] [*and/or elaborate further if additional points from the list above apply*].

You have the right to appeal against my decision to refuse your flexible working request. If you wish to appeal you should do so in writing to Human Resources within 14 days of receipt of this letter. Your letter must set out the grounds on which you wish to appeal against the decision as set out above.

Guidance on the appeal process is included in the Flexible Working Policy and Procedure, which is available on the IntraBrunel Human Resources webpages. Further information is also available from your HR Business Partnering Team.

A copy of this letter will be forwarded to Human Resources and will be added to your employee record.

I am sorry that my decision will be disappointing for you. [*Add information on other support that may be possible such as occasional flexibility]*

Please do let me know if you would like to discuss the above further.

Yours sincerely,

**[Name]**

[Position]

c.c Human Resources