**Private & Confidential**

**DATE**

**NAME**

**ADDRESS**

**ADDRESS**

**ADDRESS**

**ADDRESS**

Dear NAME

**Re: Outcome of Flexible Working Request received on (DATE)**

Following receipt of your flexible working request form and our subsequent meeting held on (DATE) I have considered your request for a new flexible working pattern.

**Please only include the appropriate paragraphs from Option 1 or Option 2 dependent on the outcome of the request. Please delete paragraphs as appropriate including this sentence.**

**Option 1: Original flexible working request approved**

I am pleased to confirm that after due consideration I have approved your original request as outlined in your flexible working request form dated (DATE).

**(Please delete as appropriate)**Your new working pattern will commence from DATE for a temporary period of XXX months and will be due for review on DATE or Your new working pattern will commence from DATE and has been agreed on a permanent basis. You therefore understood that the new flexible working pattern can no longer be reversed.

The agreed flexible working pattern will be as follows;

|  |  |
| --- | --- |
| Total weekly contracted hours: |  |
| Shift pattern: (days/ start and finish times); |  |
| Any other details, please include here: |  |

**Option 2: Original flexible working request declined but alternative pattern agreed**

I can confirm that after due consideration and discussion with yourself, I was unable to accommodate your original request due to (include reasons based on business grounds for refusal of original request), however we did agree an alternative flexible working pattern which will commence on DATE for a period of xxx months and will be due for review on DATE or it was agreed on a permanent basis and you understood that the new flexible working pattern can no longer be reversed.

The new agreed flexible working pattern will be as follows;

|  |  |
| --- | --- |
| Total weekly contracted hours: |  |
| Shift pattern: (days/ start and finish times); |  |
| Any other details, please include here: |  |

I trust this is a true reflection of our discussions and the agreement we have reached. If you have any queries regarding the content of this letter then please do not hesitate to contact me.

Yours sincerely

FULL NAME

**JOB TITLE**

cc HR – First Contact Team

 Personal File