

Flexible Working FAQs



How do I apply for flexible working?

You will need to complete a flexible working request form, which can be found on the [Flexible Working Toolkit](#). When completed this should be passed to your line manager for consideration.

Do I have to be employed for a specific period of time before I can apply for flexible working?

No, you can request to work flexibly from day one of your contractual employment.

Is there a limit to the number of flexible working requests I can make per year?

No, you can make more than one flexible working request per year, regardless of the reasons for them.

Does my manager have to reply within a specific timescale?

There is a legal requirement to complete the entire process, including any appeal, within 3 months. Therefore it is recommended that your manager meets with you within one month of your request being submitted.



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Can my manager refuse my request?

Your manager has a duty to consider your request but this does not mean that it will automatically be approved.

If your request is turned down your manager will need to write to you explaining why it has been turned down. Your request can only be rejected for one of the following business reasons:

- The burden of additional costs
- An inability to reorganise work
- An inability to recruit additional staff
- A detrimental impact on quality or performance or to meet customer demand
- Insufficient work for the periods the employee proposes to work
- A planned structural change

Can my manager refuse my request without an explanation?

No, your manager can only refuse your request on the business reasons stated above. They must write to you explaining details for the decision.

What can I do if my request is rejected?

If an application for flexible working is rejected, you have the right to appeal against the decision. You should do this by completing the flexible working appeal form which can be found on the Flexible Working Toolkit. Appeals should be put into writing, setting out the grounds for appeal, as soon as possible after receiving notice of the decision to reject the application (within 14 days).

The appeal form should be submitted to your line manager's manager, and heard by a more senior manager than the one who rejected your original application.



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If my flexible working request is due to childcare reasons, will it automatically be approved?

No, your manager has a duty to consider your request but this does not mean that it will automatically be approved. However, if the service needs can allow your flexible working request then it should be approved. If your request can not be supported because of genuine service needs your manager will write to you to explain the reasons for this. It may be possible, in some circumstances, for a compromise to be reached. However, you also have the right to appeal to a more senior manager in accordance with the Flexible Working Policy.

Once my flexible working arrangement has been approved is this a permanent arrangement?

Any changes made following a request for flexible working are permanent variations to your contract, unless agreed otherwise. This means that once the change has been implemented you have no right to revert to your previous pattern of working at a future date. Similarly, there is no scope your manager to insist that you revert to your previous working pattern. Therefore, it is important that it is made clear from the outset if the new working arrangements are permanent or temporary, and if they are temporary there must be a review date.

For queries on Term Time Only please see the [Term Time Only FAQs](#)