**You will need to ensure you REMOVE any paragraphs, wording or highlighted sections that aren’t relevant. If you need help on how to use the template letter please refer to the How to complete a Template Letter document on People First**

[Letterhead Details]

***STRICTLY PRIVATE AND CONFIDENTIAL***

Addressee

Address 1

Address 2

Address 3

Address 4

Address 5

**Ref: *[Sender’s Initials]/ [Employee’s Initials]/ [Case Number]***

**[Date]**

Dear *[****Employee Title, Employee Surname],***

**Re: \*delete as appropriate \*Flexible****/Hybrid/Contracted Home Working application outcome– *[date]***

**\*Request for a temporary change**

I write to confirm the outcome of our meeting to consider your application for **\*delete as appropriate** \*flexible/Hybrid/Contracted Home working held at the **[venue]** on the above date **OR** \*to discuss your request for a temporary change.

1. **Summary of \*delete as appropriate \*application OR \*request for temporary change**

***[Put in this section a summary of the \*delete as appropriate \*application or \*temporary change. Depending on the level of detail you may want to number/mark up in some way for cross referencing in the response.]***

1. **Summary of points discussed**

***[In this section detail the points of discussion, especially where there is any contention]***

1. **Detail of compromise or alternative options**

***[Detail the reasons why the proposal could not work and why. This must be a clear operational reason. You should wherever possible offer and discuss alternatives/compromise solutions, including any trial period, before you fully refuse the request]***

1. **Outcome**

***[Detail your outcome. If acceptance, include when the new arrangement will start. If refused, after discussing possible compromise or alternatives, you must be clear on the operational reason for doing so. If the request is for a fixed period of time, include when normal working arrangements will resume. If this is for a temporary request, you must be clear on the end date and when a review will take place. You should consider agreeing the date of the review meeting at the outcome]***

**NOTE: If the request resulting in a reduction of hours following maternity leave or similar, the new arrangements must not start until any remaining holiday accrued during maternity leave (or similar) has been taken. This should be stated at the meeting and in this letter.**

**\*delete as appropriate \*Appeal**

Under the terms of the Flexible Working Policy you have the right of appeal. This needs to be in writing to ***[insert name manager’s manager]*** within 14 calendar days of the date of this letter confirming the outcome. You must include your grounds for appeal at this time and what resolution you are seeking.

**NOTE: the appeal is not required for a temporary request, as this letter confirms the outcome to informal discussion. No formal application is required**.

*All details of this process under the Flexible Working & Agile policies should remain confidential and discussed only between those parties directly involved in the process. Contents of correspondence and case details should not be disclosed to other parties with the exception of your trade union representative. This requirement for confidentiality applies verbally, electronically, to use of social media and sharing hard copy content.*

Yours sincerely,

**[Name]**

**[Job Title]**

**[cc:] HR supporting the case**