**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: Flexible/Hybrid/Contracted Home Working – Extension to timescales**

In accordance with the Flexible Working Policy, your application for flexible working must be concluded within 2 months of your application, including any appeal.

There has a been a delay due to **[clearly state the reasons for the delay in detail for both parties, e.g. awaiting additional information, absence, absence of manager/rep etc]**

We have therefore both agreed **(this is important, as you both must agree with any extension period, and be able to fulfil it)** that the process should now be concluded, no later than **[insert date],** including any potential appeal

*\*Delete as appropriate* \*you must ensure that you follow this new timescale and therefore ensure that you co-operate with me fully to ensure its conclusion. Any further delay on your part may result in your application being refused.

**OR**

\*I will do my best to ensure that this new timescale is met, and should any further delays occur on my part, I will discuss this with you to fully agree a convenient end date.

**NB. You should note that the process should be concluded as soon as possible, and therefore this must be treated as a priority. Failure to do so could result in the employee submitting a grievance, should they feel the policy/process has not been followed. (Delete)**

*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**