# Flexible working request outcome letter template

[Today's date]

Dear [name of your employee],

I am writing to confirm our decision on the statutory flexible working request you made on [date].

[Use Option A, B, or C]

[Option A: if you've decided to accept the request in full]

I'm pleased to confirm we can accept your request in full as follows:

* [give details of agreed working arrangement]

If you'd like to discuss next steps or clarify any details, please contact me at [give contact details].

We will confirm any contract term changes in writing within 1 month of the new arrangement starting.

[Option B: if you've decided to accept an alternative option]

After reviewing your request and discussing with you on [date of consultation meeting with employee], we can accept the following working arrangement:

* [give details of agreed working arrangement]

If you'd like to discuss next steps or clarify any details, please contact me at [give contact details].

We will confirm any contract term changes in writing within 1 month of the new arrangement starting.

Unfortunately we could not accept your original request in full for the following business [reason / reasons]:

* [list the business reason or reasons that apply, as listed in point 9 of the Acas Code of Practice on requests for flexible working]

If you would like to appeal this decision, [give details on how to appeal].

[Option C: if you've decided to not accept a request]

After reviewing your request and discussing with you on [date of consultation meeting with employee], unfortunately we cannot accept this working arrangement.

This is for the following business [reason / reasons]:

* [list the business reason or reasons that apply, as listed in point 9 of the Acas Code of Practice on requests for flexible working]

[Optional] To help make this decision, we took into account [include any additional information that helps explain your decision. For example:

* the steps you took to investigate whether you could accept the request
* any practical aspects of the job that prevented you accepting the request
* any alternative options you considered
* any data you used to help make your decision – for example staffing levels or recruitment costs
* any health and safety considerations related to the request]

If you would like to appeal this decision, [give details on how to appeal].

Yours sincerely,

[Your name]  
[Your job title]  
[Organisation name]