

Having a policy

As an employer, it's a good idea for your organisation to have a policy that covers reasonable adjustments.

A policy helps make clear:

- how and when employees can access reasonable adjustments
- how managers can respond and support staff to put reasonable adjustments in place
- how you review and monitor reasonable adjustments
- what happens if reasonable adjustments are not working for you or your employee

You can also use a policy to train managers on the process and how to follow it consistently.

You should review any policies you have that relate to disability and reasonable adjustments. For example, policies on sickness or absence. You should make sure they're consistent with your policy on reasonable adjustments.

What else the policy should include

A reasonable adjustment policy might also include:

- reference to any physical or mental health or wellbeing strategy
- activities to raise awareness of physical disabilities, mental health conditions and neurodivergence
- information on the internal support available – for example disability or mental health champions
- what external support is available – for example an employee assistance programme (EAP) or occupational health services
- manager training and support

If there is no policy

If you do not have a policy covering reasonable adjustments, you must follow the law.

You can also look at how reasonable adjustments have been managed previously. This might help you decide how to manage them now or in the future.

If you get reasonable adjustment requests regularly, consider creating a policy. It can help you:

- deal with them consistently
- reduce the risk of legal claims

Find out more about:

- [creating absence policies](#)
- [disability-related absence](#)

Reviewing policies

As an employer, you should review policies on reasonable adjustments to make sure they:

- are easy to understand and accessible
- are clear on what needs to be done by who, how and when
- are easy for employees to find
- are used consistently by managers
- provide opportunities for employees to give feedback on the policy and recommend changes

After reviewing a policy, you might find:

- you need to update it
- managers or employees need training and support to use the policy effectively