

## Making a request

To make a statutory request, you must put it in writing.

Before making a request, you should check:

- who to send your request to
- the limits for making a request, if you've made any previous requests

If you'd like a change to start in a specific week or month, it's a good idea to request it ahead of time. This is so your employer has enough time to consider it. Your employer must make a decision, including any appeal, within a maximum of 2 months.

## Putting the request in writing

When making a flexible working request, you must:

- put the request in writing to your employer – either in a letter or email
- say it's a 'statutory request' for flexible working

Your request must also include:

- the date of your request
- the change you're requesting – for example the change in your hours or place of work
- when you'd like the change to start
- if you have made any previous statutory flexible working requests to your employer
- the date of any previous requests

[Use our flexible working request letter template](#)

## Sending the request

Before making a request, check if your organisation's flexible working policy says:

- who to send your request to
- there's a specific form or document you need to use

If there's no policy, send your request to your employer or manager – either by email or letter.

## Limits for making a request

There are limits on the number of statutory requests you can make.

You can:

- make a maximum of 2 requests during any 12-month period
- only have one 'live' request with the same employer at a time

A request will stay live until any of the following happen:

- your employer makes a decision
- you withdraw your request
- you and your employer agree an outcome
- it's been 2 months since the date of your request

A request will stay live during:

- any appeal
- any extension to the 2-month decision period, if you and your employer agreed to extend it

### **Extending the time limit**

You and your employer can extend the 2-month time limit if you both agree to it.

If you agree to an extension, your employer should confirm the extension in writing. For example, in a letter or email.