

## Making and handling requests

If someone who's disabled needs support at work it's best for them to talk to the employer as soon as possible about what they need.

Nobody has to tell their employer – or potential employer – they're disabled. But when they do, the employer has a legal responsibility to support them.

### Asking for reasonable adjustments

Anyone who's disabled and who needs a reasonable adjustment should talk with their manager or employer (or their potential employer if they're applying for a job).

This is so:

- the person can explain their situation
- the employer can understand how they can help
- they can discuss and agree on reasonable adjustments together

Employers should do all they reasonably can to create an environment and recruitment process where people feel safe and comfortable to talk about disability. This can help towards someone getting the reasonable adjustments they need.

[Find out more about talking about disability at work](#)

### How to make a request

There are various ways someone can make a reasonable adjustment request. They could do it:

- in writing – for example in a letter or email
- in a meeting with their manager or employer – [find out more about having a meeting about reasonable adjustments](#)
- through a formal process, if the organisation has a process set up for requesting reasonable adjustments

When making a reasonable adjustment request, someone could think about:

- what would help them manage their health and work
- what might be possible and reasonable for their employer

[Use our reasonable adjustment request letter template](#)

### How the employer should handle a reasonable adjustment request

When someone's talking about their disability and the support they need, the employer should:

- arrange a meeting – [find out more about having a meeting about reasonable adjustments](#)
- listen to the person and try to understand how their disability affects them at work

- not make assumptions
- consider the person's specific situation

## How to decide what reasonable adjustments are needed

Both the employer and the disabled person can suggest what reasonable adjustments might help.

Employers should take the lead from the person asking for reasonable adjustments. This is because they might have a better idea of what changes would be helpful to them.

Some adjustments might be straightforward to discuss and agree together.

The employer can consider getting medical advice if they need help to decide what adjustments are needed. For example, the employer could agree with a disabled member of staff to:

- get an [occupational health assessment](#)
- ask the person's doctor – use our [template letter to an employee's doctor](#)

An employer does not have to make adjustments that are unreasonable. However, they should still find other ways to support the disabled person.

[Find out more about supporting disabled people at work](#)

## Confirming reasonable adjustments

An employer should confirm any agreed reasonable adjustments in writing. This could be in a letter or email to the employee.

[Use our reasonable adjustment confirmation letter template](#)

## If there are conflicting needs

Sometimes, making adjustments for an employee can cause challenges for people they work with.

For example, making an adjustment for one person might conflict with someone else's needs.

In these circumstances, an employer should take time to consider the needs of individual employees, the team and the organisation. They should try to find a solution that works for everyone. For example, by considering different options and talking this through with employees.

If the employer cannot resolve things, they should look at whether the adjustment causing challenges is 'reasonable'. However, they should consider [getting legal advice](#) before refusing a reasonable adjustment request.

## Example – balancing needs of different employees

Pat, who has ADHD, finds some work documents overwhelming because they're very detailed. Pat asks for the documents to be rewritten so they're shorter and simpler.

Raja is autistic. Raja needs the work documents to be very detailed.

The team manager talks to all team members. They agree to keep the detailed documents and also provide shorter instructions for the main tasks.

## Reviewing adjustments and keeping a record

Someone's reasonable adjustments might need to change over time. They should talk with their manager regularly to review their adjustments, and keep a record of what they've asked for and what's been put in place.

[Find out more about reviewing adjustments and keeping a record](#)

## Reasonable adjustments in recruitment

Job applicants can ask for reasonable adjustments for any part of the recruitment process. For example, someone might need the application form in a different format, wheelchair access for an interview, or more time for an interview test.

[Find out more about following discrimination law when recruiting](#)

## Get more advice and support

If you have any questions about reasonable adjustments, you can [contact the Acas helpline](#).

[Find more support for managing disability at work](#)

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