

Reasonable accommodation: a simple process that works

For HR, D&I and people leaders. A reasonable accommodation is any change that lets a person with disability do their job or course on equal terms. Most cost little or nothing. What usually fails isn't the budget, it's that nobody knows how to ask, or who to ask. Page 2 is a request form you can use as it is.

Six steps to set up

1 Name one contact

One person (plus a backup) handles requests. Put their name and email in the handbook, on the intranet and in every offer letter.

2 Make asking easy

One short form, any time, in any format: email, WhatsApp, a conversation. No diagnosis or medical records needed to ask.

3 Set a response time

We suggest: acknowledge within 2 working days and decide within 10. Simple requests like a chair, software or a schedule change, the same week.

4 Decide together

The person usually knows what works. If their first ask isn't possible, offer an alternative and explain why, in writing.

5 Keep it confidential

Only the people who need to act are told. The manager hears what's been agreed, not the condition behind it.

6 Check back, and let it travel

Check in after 30 days. Review yearly or when the role changes. The accommodation moves with the person to a new team.

What accommodations look like

- A flexible start time or some work-from-home days
- Screen reader or magnifier software, captions on calls
- A desk near the lift, a parking spot near the door
- Instructions in writing as well as spoken
- A quieter workspace, or noise-cancelling headphones
- Extra time in exams, a scribe or reader
- Adjusted targets or leave during treatment

Where it usually goes wrong

- Asking for medical proof before even talking
- The request sits with a manager who doesn't know what to do
- Saying no without offering anything else
- Treating it as a favour that can be taken back
- The whole team finds out why
- Starting from zero every time someone changes teams

Why it isn't optional

Under the Rights of Persons with Disabilities Act, 2016, reasonable accommodation is a right, and denying it without good reason counts as discrimination. A clear process protects your people and your organisation. This is a pointer, not legal advice.

Where does your organisation stand on disability inclusion?

Take the free BELONG self-assessment, or book a free call to set up your accommodation process with us.

thriveandinclude.com
info@thriveandinclude.com

Accommodation request

Use this to ask for a change that would help you work or study on equal terms. **You don't need to share a diagnosis or medical records.** Tell us what gets in the way and what would help. Send it to [contact name] at [email]. You'll hear back within [2] working days.

Your name	Team, department or course
Your manager or faculty advisor (optional)	Best way to reach you

1. What part of your work or study is harder than it needs to be?

For example: "Reading long documents on screen", "Getting to the third-floor meeting room", "Following fast discussions on calls".

2. What would help? List anything, even if you're not sure it's possible.

3. Has anything like this worked for you before? (optional)

4. How soon do you need it?

- ☐ As soon as possible
- ☐ Before a date: _____
- ☐ No rush, but it would help

Signature (or type your name)

5. Who can know about this request?

- ☐ Only the person handling it
- ☐ My manager or advisor too
- ☐ My team, if it helps put it in place

Date

FOR THE PERSON HANDLING THIS REQUEST

Received on: _____	Acknowledged on: _____
Agreed accommodation: _____	In place by: _____
30-day check-in: _____	Next review: _____

If the request can't be met as asked, offer an alternative and explain why in writing. Store this form separately from performance records.