**Letter to staff who refuse to return to work due to COVID-19 concerns**

\*Please seek professional advice if employee refuses to return to work\*

**HR notes**:

* This letter can be used for staff who refuse to return to work due to COVID-19 concerns
* Complete all details indicated in **[brackets, blue and bold font]**
* Delete these HR notes
* Change all font to black and not bold
* Print/Save on Company headed paper or plain paper
* Send or Email (ideally pdf format) to the employee.
* Ensure a copy is stored on the individual’s personnel file.

PRIVATE AND CONFIDENTIAL

**[Company name]**

**[Company address]**

20 May 2020

**[Addressee]**

**[Home address]**

Dear **[employee’s first name]**

As you are aware, due to the coronavirus outbreak it was necessary for our usual place of work to temporarily close. Whilst the workplace has been closed, you **were [insert details e.g. asked to work remotely, placed on a period of furlough]**. We have recently contacted you to confirm that the workplace was able to reopen, and that you were therefore required to return to work on **[insert date].**

Before deciding to reopen the workplace, the Company assessed which members of staff could be safely asked to return to work at this time in order to meet expected needs of the organisation. We also evaluated if there were any alternative measures that could be put in place, such as remote working or use of the Job Retention Scheme. It was decided you should return to work due to the following reasons:

* **[insert details, such as the needs of the organisation requiring the employee to return to work and reasons why they were not able to work remotely].**

However, in subsequent correspondence you have outlined your reluctance to return to the workplace. You have explained that this is due to the following:

* **[insert reasons].**

We recognise that this has been a challenging time for all of our staff and please be reassured that all decisions have been taken with your continued health and wellbeing in mind. That said, we understand that the return to work can cause concerns for you and I have attached a copy of all steps the Company has taken to keep staff safe during this time, [optional] alongside an additional copy of our COVID-19 risk assessment.

Having said this, we also recognise that the coronavirus outbreak will have impacted individuals in different ways dependent on their circumstances and have therefore reassessed your situation.

[Select from the paragraphs below and delete as appropriate]

We have carefully considered your position and, in addition to the steps that we have taken to protect your health and safety (attached), we will also implement the following as a result of our discussion:

**[Insert details]**

As a result of these further changes, you are now required to return to the workplace on **[insert date].**

On your return to the workplace, you are required to adhere to the measures we have adopted to ensure our workplace is COVID-19 secure, as set out in the attachment. On your first day back, you should **[insert details regarding entry to the workplace/seating arrangements etc].**

It is understood that the impact of coronavirus will last for some time and the Company does ask for understanding and assistance from staff in helping normality return so far as is possible at each stage. This is an unprecedented situation and we would like to work with you on this and we welcome your feedback on our current working arrangements, or suggestions for further adaptations.

[OR]

We have taken the decision to permit you to stay away from the workplace for the time being. We have reached this decision because **[insert details]**. Therefore, from **[insert date]**, you **[insert details e.g. will remain temporarily designated as a furloughed worker/will be able to continue temporarily working from home/will be able to work from home on a temporary basis etc].** Please note that this arrangement will be subject to further review on a **[insert details e.g. weekly/monthly]** basis. These reviews may conclude with a requirement for you to return to the workplace.

[Optional] I would like to remind you that you have access to a confidential telephone counselling service if you would like to talk to a trained counsellor about any worries that you may be having about the impact of coronavirus, whether work related or not. You can access this by **[insert details].**

I hope this letter helps to resolve the situation, however, please do not hesitate to contact me if you have any further queries.

Yours sincerely,

**[Insert name]**

**[Insert job title]**