

Accommodation request acknowledgment email template

Acknowledge a disability, pregnancy, or religious accommodation request and start the interactive process.

Updated October 15, 2026. Written and reviewed by the HRTally Research Team.

When to use this template

An accommodation request doesn't need magic words. An employee who says they need a different schedule because of a medical condition, a later start because of treatment, or time to pray during a shift has made a request. Once you know, you have a duty to respond and work with the employee to find something that works, which the ADA calls the interactive process.

This email acknowledges the request, explains what happens next, asks for only the information you need, and sets a time to talk. Respond promptly. Unreasonable delay can itself violate the law. The return to office announcement often triggers these requests, so plan ahead.

Version 1: Disability or pregnancy accommodation

SUBJECT Your accommodation request

Hi [Employee first name],

Thank you for letting us know that you need [brief description of what they asked for, such as a modified schedule]. We want to support you and find something that works for you and for the job.

Here is how the process works:

1. I would like to meet with you on [Date options] to understand what's difficult and what might help. You know your situation best, so your ideas matter.
2. If we need more information to understand the limitation, we may ask for a short note from your health care provider. We will only ask for what's needed, and we will send you a form.
3. We will look at options together and confirm the accommodation in writing.

[If the request is urgent: in the meantime, we can put a temporary arrangement in place starting Date.]

Anything you share about your health will be kept confidential and stored separately from your personnel file. Your manager will only be told what's needed to put the accommodation in place.

[HR contact name]

[Phone]

Version 2: Religious accommodation

SUBJECT Your request for [Religious observance or practice]

Hi [Employee first name],

Thank you for your request to [describe the request, such as have Fridays from noon to 2 pm off for prayer]. We respect your religious practice and want to find a way to accommodate it.

I have spoken with [Manager name] about scheduling, and I would like to meet on [Date] to talk through options, such as [shift swaps, schedule adjustments, or a break space].

We will confirm the arrangement in writing. If anything about your request changes, just let me know.

[HR contact name]

Subject lines to try

- Your accommodation request
- Your request for [Religious observance or practice]
- Next steps on your request
- Let's find something that works
- Accommodation request: meeting on [Date]

How to personalize it

- Treat any request for a change related to a medical condition as an accommodation request.
- Ask the employee what they think would help.
- Request medical information only when the limitation isn't obvious.
- Offer a temporary arrangement while you work it out.

Mistakes to avoid

- Asking for a diagnosis or full medical records.
- Telling the manager more than they need to know.
- Letting the request sit for weeks.
- Refusing the only option offered without considering alternatives.

Legal and compliance notes

The ADA requires employers with 15 or more employees to provide reasonable accommodations to qualified individuals with disabilities unless it would cause undue hardship. The Pregnant Workers Fairness Act, effective June 27, 2023, requires accommodations for known limitations related to pregnancy, childbirth, or related conditions, and the EEOC's regulations limit when employers may ask for documentation. For religious accommodation under Title VII, the Supreme Court's 2023 decision in *Groff v. DeJoy* requires showing substantial increased costs to deny. Medical information must be kept in separate, confidential files.

| When to send it

Acknowledge within one or two business days and meet within a week. Put temporary measures in place right away if the request is urgent.

| Before you hit send

- HR or counsel reviewed the message if discipline or a complaint is involved.
- Facts are stated with dates, without opinions or labels.
- Protected leave or a recent complaint plays no part in the action described.
- Any request for discretion is narrow and explained, not a blanket ban.
- A copy is saved to the employee file or the case record.

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