

Leave request acknowledgment email template

Acknowledge a request for medical or family leave and explain the next steps and notices.

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

When to use this template

Use this when an employee asks for extended leave or tells you about a situation that might qualify for FMLA or state leave, such as their own serious health condition, a new child, or caring for a family member. The employee is usually dealing with something stressful, so the acknowledgment should be warm and simple. It also starts a legal clock.

Under the FMLA, once you know an employee's leave may qualify, you generally have five business days to provide the eligibility notice and rights and responsibilities notice. This email tells the employee you received the request, what forms are coming, and who their contact is. Our FMLA guide walks through the full process, and leave management software can track notices and deadlines.

Version 1: FMLA-covered employer

SUBJECT Your leave request: next steps

Hi [Employee first name],

Thank you for letting us know about your need for leave. I'm sorry you are dealing with this, and we will do what we can to make the process easy.

Here is what happens next:

1. Within the next few days, you will receive a notice that explains whether you are eligible for leave under the Family and Medical Leave Act [and state program name], and your rights and responsibilities.
2. If certification is needed, we will include the form for your health care provider. You will have at least 15 calendar days to return it.
3. Once we have the information we need, we will confirm in writing how your leave will be designated.

While you are on leave, [summary of benefits continuation and how premiums are paid].

I'm your contact for anything related to your leave: [Name, phone, email]. You don't need to share medical details with your manager.

[HR contact]

[Company]

Version 2: Smaller employer or state leave only

SUBJECT We received your leave request

Hi [Employee first name],

Thanks for telling us about your need for time off starting around [Date]. We want to support you.

Based on what you shared, you may be eligible for [state leave program, company leave policy, or paid sick leave]. I will send details on eligibility, pay, and any forms by [Date].

If you need time off before then, let me know right away and we will sort out the paperwork afterward.

[HR contact]

Subject lines to try

- Your leave request: next steps
- We received your leave request
- Information about your leave
- Next steps for your time away
- Your leave: what to expect

How to personalize it

- Acknowledge the person, not just the paperwork.
- Keep medical information between the employee and HR.
- Say who the single point of contact is.
- Explain how benefits continue and how premiums will be paid.

Mistakes to avoid

- Asking for a diagnosis in the acknowledgment.
- Waiting until the employee returns certification to send the required notices.
- Letting managers handle FMLA paperwork.
- Discouraging the employee from taking leave.

Legal and compliance notes

The FMLA covers private employers with 50 or more employees within 75 miles and employees with at least

12 months of service and 1,250 hours in the past year. Employers must give the eligibility notice within five business days of learning that leave may qualify, and the designation notice within five business days of having enough information. Interfering with or discouraging FMLA leave is unlawful. More than a dozen states, including California, New York, New Jersey, Washington, Massachusetts, and Colorado, run paid family and medical leave programs with their own notice rules.

When to send it

Same day or next business day after the request, followed by the formal notices within five business days. For sudden leave, such as a hospitalization, contact the employee or a family member gently and handle paperwork later.

Before you hit send

- Dates, deadlines, and costs match the plan documents and carrier materials.
- Medical details stay between the employee and HR, not the manager or team.
- Required notices, such as FMLA forms or the Summary of Benefits and Coverage, are attached or scheduled.
- The employee knows exactly who to call, with a phone number.
- State leave programs and paid sick leave rules were checked for the employee's work location.

Find 73 more free HR email templates at hrtally.com/email-templates

Compare HR software, read independent reviews, and get free quotes at www.hrtally.com

Related: Leave approval, Return from leave, Accommodation request acknowledgment