Leave rejection email

Within two business days of the request, and before the schedule covering those dates is published. Talk to the employee first if the leave matters to them, then send the email as the record.

STANDARD PTO DENIAL WITH ALTERNATIVES

Subject: Your time off request for [Requested Dates]

Hi [First Name],

Thanks for putting in your request for [Requested Dates]. I'm not able to approve it this time. [Reason, e.g. three people on the team are already off that week, which is our limit for keeping the queue covered.]

I'd like to find something that works. I can approve:

- [Alternative Dates 1], or
- [Alternative Dates 2]

If the original dates are tied to something you can't move, come and talk to me. I may be able to work something out, such as a shift swap with a colleague.

[Manager Name]
[Title], [Company]

BLACKOUT PERIOD

Subject: Re: Leave request during [Blackout Period Name]

Hi [First Name],

I've had to decline your leave request for [Requested Dates], because those dates fall within our [Blackout Period Name] blackout from [Blackout Start] to [Blackout End]. This applies to everyone on the team, as set out in [Policy Name].

The nearest dates I can approve are [Alternative Dates]. If you'd like those, reply and I'll approve them today.

If there's an exceptional reason behind this request, please let me or HR know and we'll look at it.

[Manager Name]

INSUFFICIENT BALANCE

Subject: Your leave request: balance check

Hi [First Name],

I looked at your request for [Number of Days] days from [Start Date] to [End Date]. Your current PTO balance is [Current Balance], so I can't approve the full request as paid leave.

A few options:

- Take [Approved Days] days as paid PTO and the rest as unpaid leave, if that works for you and [policy allows it].
- Shorten the trip to [Shorter Dates].
- Wait until [Accrual Date], when your balance will cover it.

Let me know which you'd prefer and I'll update the request.

[Manager Name]
[Title], [Company]

SHIFT-BASED / HOURLY TEAM

Subject: Time off request [Requested Dates]: not approved

Hi [First Name],

Your time off for [Requested Dates] isn't approved. That week we already have the maximum number of agents off for [Shift or Team].

You can still:

- swap shifts with a teammate (both of you submit the swap to [Scheduler Name] by [Date]), or
- request [Alternative Dates], which have open slots.

You're still scheduled for your normal shifts on [Requested Dates]. Message me if you have questions.

[Manager Name]
[Site Name] Operations

SUBJECT LINE IDEAS

- Your time off request for [Requested Dates]
- Re: Leave request, not approved
- PTO request update: alternative dates
- Vacation request: let's find other dates
- Leave request during [Blackout Period Name]
- Update on your time off request

SMS / WHATSAPP VERSION

Hi [First Name], sorry, your time off for [Requested Dates] isn't approved because the team is at its limit that week. You're still scheduled. [Alternative Dates] are open if you'd like them. Check your email for details. - [Manager Name]

Placeholders to replace: [First Name], [Requested Dates], [Alternative Dates 1], [Alternative Dates 2], [Alternative Dates], [Blackout Period Name], [Blackout Start], [Blackout End], [Policy Name], [Current Balance], [Accrual Date], [Shift or Team], [Scheduler Name], [Manager Name], [Site Name], [Company]