

SOP: Approval Workflow for Leave Requests

This SOP details the **approval workflow for leave requests**, encompassing the process for submitting leave applications, the roles and responsibilities of managers and HR personnel in reviewing requests, criteria for approval or rejection, communication protocols for decisions, record-keeping requirements, and escalation procedures for disputed or urgent cases. The objective is to ensure a streamlined, transparent, and efficient leave approval system that supports employee needs while maintaining organizational productivity.

1. Scope

This SOP applies to all employees and management staff involved in the leave application and approval process.

2. Process Overview

- Employee submits a leave request.
- Manager reviews and approves or rejects the request.
- HR verifies, records, and communicates the decision.
- Escalation procedures are followed if required.

3. Roles & Responsibilities

Role	Responsibility
Employee	<ul style="list-style-type: none">Submit leave request with necessary details and documentation.Provide sufficient notice per policy.
Manager	<ul style="list-style-type: none">Review leave request for team coverage and operational impact.Approve or reject with documented reason.Forward to HR for further processing.
HR Personnel	<ul style="list-style-type: none">Verify compliance with leave policy and available balances.Record approved/rejected requests in HRIS.Notify employee of decision.

4. Leave Request Submission

- Employee completes leave application form (online or paper).
- Application must include type of leave, dates, reason, and any supporting documents.
- Submit form to direct manager at least [X] days in advance (except emergencies).

5. Review and Approval Criteria

- Eligibility as per leave policy (tenure, available balance).
- Operational requirements and team coverage.
- Supporting documentation (e.g., medical certificate for sick leave).
- Patterns of previous leave usage.

6. Communication Protocols

- All decisions (approval or rejection) must be communicated by HR to the employee within [X] working days.
- Managers and HR to use official communication channels (email, HRIS notifications).
- If rejected, provide reason and steps for recourse if applicable.

7. Record-Keeping Requirements

- All leave applications and decisions must be logged in the HR Information System (HRIS).
- Supporting documents should be attached to the employee's digital file.
- Records must be retained for a minimum of [X] years.

8. Escalation Procedures

- **Disputed Decisions:** Employee may submit an appeal to the next-level manager or HR within [X] days of notification.
- **Urgent/Emergency Cases:** Employee or manager to notify HR directly for expedited review.
- HR to ensure prompt resolution and clear documentation of escalated cases.

9. References

- Employee Handbook: Leave & Attendance Policy
- HRIS User Manual
- Local Labor Laws

10. Revision History

Date	Changes	Author	Version
[yyyy-mm-dd]	Initial SOP release	[Name]	1.0