

Compassionate and Urgent Leave Policy

Effective Date: [Insert Date]

Review Date: [Insert Date]

Policy Owner: Human Resources Department

1. Purpose and Scope

This policy outlines the provisions for compassionate and urgent leave available to all employees of [Company Name]. We recognize that unexpected and distressing circumstances may arise in employees' personal lives that require immediate attention and time away from work. This policy aims to provide support during such difficult times while maintaining operational requirements.

This policy applies to all permanent, fixed-term, and probationary employees.

2. Policy Statement

[Company Name] is committed to supporting employees through difficult personal circumstances. We acknowledge that there are times when employees need to be away from work due to urgent family matters, bereavement, or other compassionate reasons. This policy ensures employees can take necessary time off while receiving appropriate support from the organization.

3. Definitions

3.1 Compassionate Leave

Time off granted to employees to deal with the death or critical illness of an immediate family member or close relative, or to attend their funeral.

3.2 Urgent Leave

Time off granted for unexpected emergencies or urgent situations that require the employee's immediate attention and cannot reasonably be scheduled outside of working hours.

3.3 Immediate Family

For the purposes of this policy, immediate family includes:

Spouse or domestic partner

Children (including biological, adopted, step, and foster children)

Parents (including biological, adopted, step, and foster parents)

Siblings

Grandparents and grandchildren

Parents-in-law

4. Entitlement

4.1 Compassionate Leave Entitlement

Circumstance

Leave Entitlement

Paid/Unpaid

Death of immediate family member

Up to 5 working days

Paid

Death of extended family or close friend

Up to 2 working days

Paid

Critical illness of immediate family member

Up to 3 working days

Paid

Additional leave if required

As approved by management

Unpaid or annual leave

4.2 Urgent Leave Entitlement

Employees are entitled to up to 3 days of paid urgent leave per calendar year for genuine emergencies, including but not limited to:

Unexpected childcare breakdown

Emergency home repairs (flooding, fire, break-in)

Urgent medical appointments that cannot be scheduled outside work hours

Dependency care emergencies

Court appearances (non-work related)

Other genuine unforeseen circumstances requiring immediate attention

Note: Urgent leave is not intended for routine appointments or matters that can be scheduled outside of working hours.

5. Application Process

5.1 Notification Requirements

Employees should notify their immediate supervisor or manager as soon as possible when compassionate or urgent leave is required. While advance notice may not always be possible, employees should communicate:

- The reason for the leave request

- The expected duration of absence

- Any urgent work matters requiring immediate attention

- Contact information (if appropriate and available)

5.2 Formal Request

Within a reasonable timeframe following the leave (typically within 5 working days of return), employees must submit a formal leave application through [company system/HR department] including:

- Completed leave application form

- Brief explanation of circumstances

- Supporting documentation where applicable (e.g., death certificate, funeral notice, medical certificate)

5.3 Documentation

The company may request appropriate documentation to support the leave request. We

recognize the sensitive nature of these situations and will handle all information with discretion and confidentiality. Documentation requirements will be reasonable and proportionate to the circumstances.

6. Manager Responsibilities

Managers and supervisors are responsible for:

Responding to leave requests with empathy and understanding

Approving compassionate and urgent leave requests in accordance with this policy

Maintaining confidentiality regarding the circumstances of leave

Making reasonable work arrangements to accommodate the employee's absence

Following up with the employee upon their return to offer support

Escalating exceptional circumstances to HR for consideration

7. Additional Support

[Company Name] recognizes that returning to work after a difficult personal circumstance can be challenging. The following support measures are available:

Flexible working arrangements (where operationally feasible)

Phased return to work

Access to Employee Assistance Program (EAP) for counseling services

Temporary adjustment of duties or workload

Additional unpaid leave if required

8. Exceptional Circumstances

We understand that every situation is unique. In exceptional circumstances requiring leave beyond the standard entitlements outlined in this policy, employees should discuss their situation

with their manager and Human Resources. Each case will be considered on its individual merits, taking into account:

The nature and severity of the circumstances

The employee's relationship to the person affected

The employee's service record and leave history

Operational requirements

9. Confidentiality

All information relating to compassionate and urgent leave requests will be treated with the strictest confidence. Information will only be shared on a need-to-know basis and with the employee's consent, except where required by law.

10. Interaction with Other Leave

Compassionate and urgent leave is separate from and in addition to annual leave entitlements. However, employees may choose to use annual leave in conjunction with or following compassionate/urgent leave if additional time off is required.

This leave does not affect sick leave entitlements and should not be recorded as sick leave.

11. International/Remote Employees

For employees working internationally or remotely, compassionate and urgent leave provisions apply in accordance with this policy, taking into consideration any applicable local laws and reasonable travel time requirements.

12. Abuse of Policy

While we trust our employees to use this leave appropriately, any suspected abuse of this policy will be investigated and may result in disciplinary action in accordance with the company's disciplinary procedures.

13. Policy Review

This policy will be reviewed annually or as required to ensure it remains current and meets the needs of employees and the organization.

14. Questions and Contact Information

For questions about this policy or to discuss specific circumstances, please contact:

Human Resources Department

Email: [HR email address]

Phone: [HR phone number]

Office: [Location]

Policy Approval:

Signature

[Name]

[Title]

Date: _____

Signature

[Name]

[Title]

Date: _____

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