

# **HR Inquiry Response Guideline & Best Practices**

## **1. Response Timeline Standards**

- a. Acknowledge/respond within 2 business days.
- b. Provide brief confirmation and next steps.
- c. When additional time is required, communicate:
  - i. Estimated response timeframe
  - ii. Reason for extended review (if appropriate)

## **2. Include the Standardized HR Footer Statement**

## **3. Follow-Up Expectations**

- a. Provide status updates every 5–7 business days for ongoing cases.

## **4. Setting Boundaries & Role Clarity**

- a. When an issue falls outside HR's scope, staff will provide a referral and clear next steps.
- b. Avoid passing inquiries between teams without clear communication to the employee

## **5. Out-of-Office and Coverage**

- a. Ensure an alternate HR contact is clearly identified in all out-of-office messages, including their expected response timeframe

## **6. Tone and Professionalism**

- a. Use clear, respectful, and empathetic language in all responses.
- b. Avoid jargon unless the audience is familiar with HR terminology.