Appeals Timeline

Learn what to expect after you appeal a PFML decision, including how long the appeals process takes.

Step 1:

File your appeal within 10 calendar days after you receive your notice of determination from the Department of Family and Medical Leave (DFML).

Step 2:

The Department of Family and Medical Leave (DFML) will review your appeal.

Up to 30 calendar days

Step 3:

Be on the lookout for a phone call or mail from a **DFML** Appeals representative.

7-14 calendar days

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DFML may reach out to you for additional information or clarification of evidence submitted. If possible, we'll resolve the issue this way, including providing instructions for updating your application.

15 minutes and up to 1 hour

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This notice includes instructions on how to file an appeal. If you submitted your application online, submit an appeal at paidleave.mass.gov. Otherwise, an appeal request can be submitted using the <u>Request an appeal</u> for Paid Family and Medical Leave form. If you file an appeal later than ten (10) calendar days, you must communicate on the form that you missed the deadline for reasons beyond your control.



Step 4:

If we can't resolve the problem through phone or mail, we will schedule a hearing. You will be notified about your hearing no less than 10 days before your hearing date.

10 days

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We will send you a confirmation email ahead of time. This confirmation email will include a link to join your hearing.

Step 5:

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After your hearing, we will issue a decision within 30 calendar days. If your case is approved, you can expect the changes to be implemented within 2-4 weeks after a decision is made.

Up to 30 calendar days, then 2-4 weeks to implement

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Step 6:

If you want to further appeal your decision, you may do so by filing a complaint in your local District Court with 30 calendar days of receipt of our decision.

Up to 30 calendar days







