

FAIRNESS FACTS

MAKING FAIR DECISIONS

Making fair decisions is an important part of administrative fairness. When individuals who work for public sector organizations make an administrative decision, this means that they are making a determination which can have an impact on individuals or groups. As public service providers, those decisions should be fair.

Five steps to making a fair decision:

1

Determine the issue or question

Sometimes people raise several issues when they contact a public body. It can be helpful to explain and clarify the issues you will address and why.

2

Follow the rules

Make sure you know and understand the rules. Rules may include legislation, regulations, bylaws, policy, procedures and other guidance documents. The rules must provide the legal authority for you to make the decision. Make sure you understand the scope and limits of that authority.

It is important to remember that the rules must be fair. Using unfair rules can lead to unfair decisions.

3

Gather and consider relevant information

For a decision to be fair, it must be based on relevant information and evidence. You will need to determine what information you need and gather it. It is essential to hear from those impacted by the decision and to collect documents and additional relevant evidence.

4

Analyze the information by applying the rules

Objectively analyze the information along with the rules to come to your decision. Ask yourself, “would a well informed person form the same conclusion?”.

Be equitable in your decision-making. This means that you consider the unique circumstances of the individual or group impacted by the decision.

Being equitable means treating people differently when needed to ensure a fair outcome.

5

Document and communicate your decision

Clearly document your decision so others can see why you made it. Provide the reasons for your decision to those affected. Explain the information and evidence used, the rules that were applied and how the decision was reached.

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Contact us at consult@bcombudsperson.ca | 1-800-567-3247

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