

QUICK TIPS

UNDERSTANDING FAIRNESS

What is Administrative Fairness?

Administrative fairness is a flexible concept that provides the fairness standards expected of public bodies in the design and delivery of public programs, services, and decision-making processes. The Fairness Triangle illustrates the three key aspects of administrative fairness: a fair decision-making process, a fair decision and fair service.



A FAIR DECISION-MAKING PROCESS REQUIRES:

- an impartial and unbiased decision maker
- providing reasonable notice of the decision
- providing information about the decision-making criteria and process
- a meaningful opportunity to be heard
- clear and understandable reasons for the decision
- information about review or appeal options

A FAIR DECISION IS:

- made with appropriate legal authority
- made by following the applicable rules, laws and policies
- based on complete and relevant information
- based on the individual context and circumstances
- understandable, transparent and justifiable
- based on fair rules

FAIR SERVICE INCLUDES:

- respectful treatment
- active listening and effective communication
- accessible information, programs and services
- transparency and accountability
- respecting confidentiality
- fixing errors and mistakes and apologizing when warranted
- continuous service improvement

As BC's independent voice for fairness and accountability, we work to make sure public sector organizations are treating people fairly and following the rules. We listen to and impartially investigate complaints about public bodies in BC. We also investigate reports of wrongdoing in the workplace from employees of specific public bodies. To access fairness resources, educational workshops or an individual consultation, contact us at consult@bcombudsperson.ca.