

QUICK TIPS

FAIRNESS STANDARDS OVERVIEW



OMBUDSPERSON
BRITISH COLUMBIA

Standard 1: Participation and Being Heard

- Provide advance notice of a decision
- Give adequate information about the decision and decision-making process
- Provide an opportunity to be heard
- Ensure reasons for decisions are explained and documented
- Ensure decisions are timely
- Have an adequate appeal/review process

Standard 2: Impartiality and Integrity

- Have a conflict of interest policy and training
- Ensure decisions are made impartially and without bias or personal interest or benefit
- Ensure an independent decision maker is used for appeals or reviews
- Ensure high ethical and professional standards

Standard 3: Lawful and Fair Rules

- Comply with all applicable laws and legal requirements when delivering services and making decisions
- Use fair rules and decision-making criteria to make decisions and deliver services

Standard 4: Reasoned Decisions

- Train and support decision makers to make well-informed, reasonable and fair decisions consistent with the applicable rules
- Ensure discretionary power is exercised fairly and reasonably
- Ensure decisions made are reasonable (justifiable, transparent & understandable)



Standard 5: Equity

- Use equity lens in design of programs, policies and decision-making processes
- Seek diverse perspective of communities served in developing and revising programs
- Ensure organization reflects the diversity of the communities the organization serves

Standard 6: Accessibility and Responsiveness

- Ensure service delivery model supports programs and services that are accessible to the people and communities served
- Train and support staff to provide responsive and people-centred service
- Collaborate with Indigenous communities in design and delivery of organization's services
- Meet privacy and information management obligations

Standard 7: Accountability

- Develop a culture of continuous improvement
- Have an accessible and effective complaint process
- Use feedback and complaints to improve services
- Support apologies when warranted