

QUICK TIPS

UNDERSTANDING FAIRNESS

The Fairness Triangle illustrates that fairness in public service delivery has three main dimensions: fair process, fair decision and fair service. The Ombudsperson Prevention Initiatives Team offers the Fairness Triangle as a tool to understand how we decide what is fair and by what criteria.



PROCESS

A fair process requires:

- an impartial decision maker
- reasonable notice that a decision is going to be made
- clear information about the decision making criteria and process
- an opportunity for the person affected to be heard and have their views considered
- a timely decision
- clear and meaningful reasons for decisions
- information about any available review or appeal processes

DECISION

A fair decision is:

- made with appropriate legal authority
- made in accordance with applicable rules, laws and policies
- based on relevant information
- considerate of the individual needs and circumstances of the person affected
- based on rules that are fair (not unjust, improperly discriminatory, or unreasonably burdensome)

SERVICE

Fair service includes:

- active listening
- offering respectful and courteous treatment
- being honest and forthright
- making information clear and easily accessible
- being transparent about what you can and cannot do
- respecting confidentiality
- being accountable and providing an apology if a mistake is made