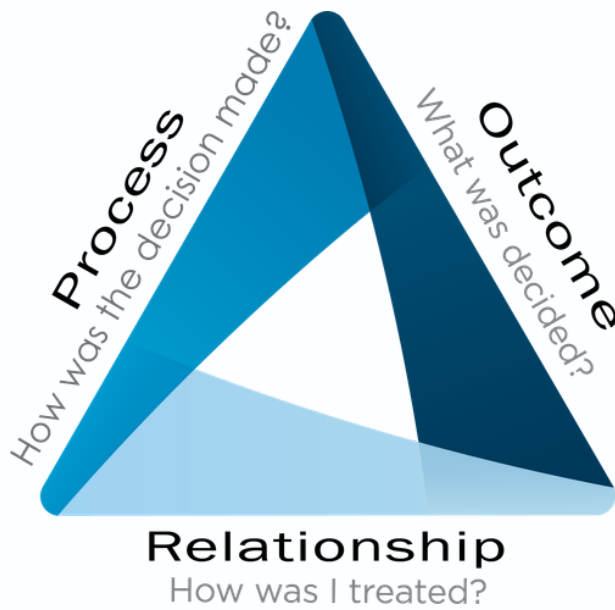


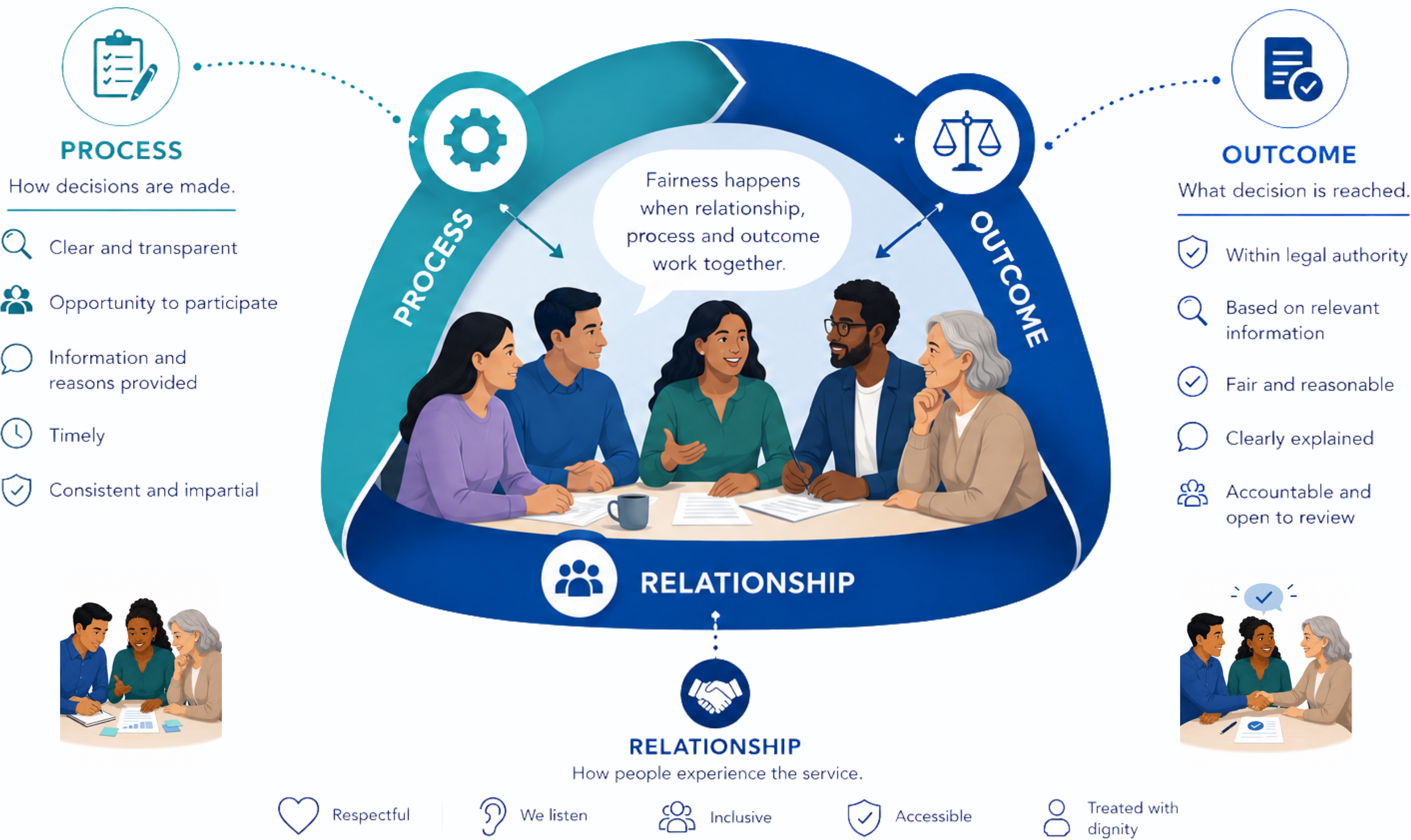
FAIRNESS

More than a fair decision

THE FAIRNESS TRIANGLE



Is not only about what **decision** is made.
It is also about **how people are treated** throughout the process.



QUESTIONS TO CONSIDER

Relationship

- Did the interaction reflect the spirit of Truth and Reconciliation?
- Were trauma-informed practices used?
- Was the government or public entity willing to actively listen?
- Did I feel heard?
- Were there any barriers to me accessing the service?

Process

- Did I feel the decision-maker had already made up their mind or that they had a conflict of interest that affected the result?
- Was I notified that a decision was going to be made?
- Was I able to participate and clarify information?
- Was I given adequate reasons for the decision?
- Could the decision be appealed?

Outcome

- Did the government or public entity have the legal authority to make the decision?
- Did the decision-maker consider their discretion and clearly identify any reason why it was not applied?
- Was the decision based on relevant information?
- Was the decision correct in fact and in law?
- Was there a logical connection between the findings and decision?
- If a policy was applied, did it reflect the legislation?

I see you, I hear you. What you say matters



Contact

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