

What is Administrative Fairness?

Fair Process

- Clear communication and good record keeping
- An impartial decision maker
- Clear information about decision-making criteria
- Advance notice of an action or decision
- An opportunity to be heard
- Information about review or appeal processes

Fair Treatment

- Treated with dignity, respect, and care
- Accountability and continuous improvement
- Robust and accessible complaints process
- Accessible service that meets people's needs
- Equitable treatment, considers individual needs
- People-centered

Fair Outcome

- Made with appropriate legal authority
- Based only on relevant information
- Rules, policies and procedures are applied consistently
- Considerate of needs and circumstances of the person affected