

PROCEDURAL FAIRNESS

Using a transparent, accessible and impartial process

- Providing notification of relevant regulations, expectations, criteria, or allegations
- Providing a reasonable opportunity to present information
- Following reasonable timelines
- Being impartial and unbiased
- Communicating the reasons for a decision and possible recourses

RELATIONAL FAIRNESS

Treating people with respect

- Being reasonably approachable and listening
- Providing information and referrals to relevant processes and resources
- Respecting confidentiality
- Being courteous, honest and transparent
- Apologizing when errors are made

SUBSTANTIVE FAIRNESS

Making just, equitable and reasonable decisions

- Making sure one has the authority to make the decision
- Basing the decision on all relevant information
- Considering specific circumstances to make a reasonable and fair decision
- Making sure there is no error or omission
- Making sure there is no discrimination, oppression or abuse