

ALL ABOUT FAIRNESS

That's not fair! What do we mean when we say something isn't fair? Understanding the language of fairness can help us explain what we mean when we think a decision or action is unfair.

We believe there are at least three different parts to the idea of fairness. If you think something isn't fair, you may have issues that fall into one or more of the three parts.

PROCESS

The way a decision is made or the steps that are taken

Fair process is sometimes called procedural fairness. For example:

- Did you know ahead of time that a decision was going to be made?
- Were you given the information considered in making the decision?
- Did you have the chance to give your side of the story or to dispute information?
- Was the decision maker unbiased and impartial?

DECISION

The decision itself, or the outcome or result

For example:

- Do you think the decision is wrong or unreasonable?
- Can you understand why the decision was made and were you given reasons for the decision?
- Does the decision create unnecessary obstacles for you or do you think it discriminates against you?

SERVICE

How you were treated

Fair service is also called relational fairness. For example:

- Were programs and services easily accessible?
- Was information about how to make a complaint readily available and easy to understand?
- Did employees actively listen to you, demonstrate courtesy and respect confidentiality?

Decision makers can use these ideas about fairness to help make decisions or take actions that are fair and reasonable.

Manitoba Ombudsman deals with complaints from people who believe they have been treated unfairly or unreasonably by departments and agencies of the Manitoba government or by a municipal government.



**Manitoba
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