

Fair Practices Commission

Fairness Best Practices

- **Focus on the individual's concerns. Be neutral, but demonstrate compassion.**
- **Listen with an open mind: reflect what you hear and verify understanding. Confirm who is doing what, in writing.**
- **Remain professional and composed; don't let your feelings get in the way. Treat others with courtesy and respect; ask to be treated similarly.**
- **Make timely decisions and take timely action. Explain what you are doing to resolve a delay. Follow-up referrals; escalate when delay persists.**
- **Consider only information that is relevant; disregard what is irrelevant to your decision. Judge for yourself, don't assume.**
- **Treat similar cases the same way wherever possible. Without precedent or policy, consult broadly before taking an action or making a decision. If there is a reason to deviate from standard practice, be sure you can justify it, in writing.**
- **Explain clearly how you arrived at your decision. If someone thinks you got it wrong invite them to explain why. If your decision doesn't change explain what options are available; refer the person to appropriate resources.**
- **Acknowledge your mistakes; apologize genuinely; consider what might be done to improve the situation for the individual, or for future cases. Tell your manager about repeated or persistent problems that affect service.**