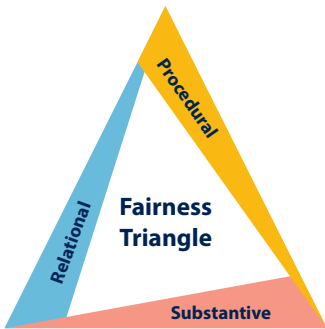


FAIRNESS TRAINING RESOURCE



PROCEDURAL FAIRNESS

“How was it decided?”

SUBSTANTIVE FAIRNESS

“What was decided?”

RELATIONAL FAIRNESS

“How were you treated?”

This resource is for those who have completed the **Fairness Training course**. It is geared to those who make **academic** and **non-academic decisions** that involve students or those who advise students on academic and appeal options.

When making any type of decision, consideration should be given to each element of the fairness triangle before, during and after making a decision or responding to a complaint.

PROCEDURAL FAIRNESS

Helping to ensure procedural fairness in decision making across the University is one of the central roles of our office. It relates to the **steps** taken by the decision maker **before** and **after** making a decision or responding to a complaint.

There are four major components:

- 1** The right to know the case against you
- 2** The right to an impartial decision maker
- 3** The opportunity to have your views considered
- 4** The right to a decision and the rationale for that decision

NOTICE	INFORMATION	RIGHT TO RESPOND	IMPARTIALITY	REASONS
Advance notice of consideration of a decision must be given to student	Student must have access to the information that is being considered	Student must be given a meaningful opportunity to have their opinion	The decision maker must be impartial and appear to be unbiased	The decision maker must give meaningful reasons for the decision or the outcome

*Information has been adapted from the ACCUO Fairness Guide 2015

SUBSTANTIVE FAIRNESS

A fair decision refers to the decision itself and includes following the relevant rules (e.g. academic regulations, faculty or Senate policies), and ensuring whoever is making the decision has the appropriate authority.

Substantive fairness requires:

AUTHORITY

The decision-maker must have the authority under the relevant Queen's policy to make the decision or respond to the complaint.

POLICIES & PROCEDURES

The decision-maker must follow all relevant policies and procedures that are applicable to the situation.

ISSUES TO BE DECIDED

The decision-maker must have a clear understanding and identify what decision they are making.

USE OF DISCRETION

In some cases, decision makers can follow the relevant rules, but also have the ability to use their authority to exercise discretion (where possible), when making a fair decision.

"May"

Indicates you **have** discretion

"Must"

Indicates you **do not have** discretion

"Shall"

Indicates you **do not have** discretion

RELATIONAL FAIRNESS

Relational fairness is treating others the way you would like to be treated. Treating others with politeness, courtesy and kindness goes a long way to making them feel heard and treated fairly.

- 1 Be approachable & take time to listen
- 2 Express yourself clearly, efficiently, and politely
- 3 Respond to queries within a reasonable amount of time
- 4 Remain honest & forthright and offer an apology if a mistake is made, should it be warranted