



ELEMENTS OF **PROCEDURAL FAIRNESS** IN TRINIDAD AND TOBAGO

VOICE



- Ability to Meaningfully Participate
- Ability to Express Concerns and Opinions
- Having Input Valued & Duly Considered

RESPECTFUL TREATMENT



- Treating all persons with dignity and respect
- Full protection for the plenitude of their rights
- Experiencing their concerns as being considered seriously

NEUTRALITY



- Fair and Consistent Application of Legal Principles
- Impartial and Unbiased Decision Makers
- Non-discriminatory Behaviour

TRUSTWORTHY AUTHORITIES



- Demonstrating Competency
- Capability in Fulfilling Functions
- Fair and Transparent Actions
- Caring and Willingness to Assist



ACCOUNTABILITY

- Fulfillment of Duties
- Reasonably Justified and Explained Actions and Inaction
- Responsibility for Decisions, Delays, and Poor Service



UNDERSTANDING

- Clear, Careful and Plain Language Explanations
- Ensuring Full Comprehension



ACCESS TO INFORMATION

- Timely Availability of Relevant Information
- Adequate and Effective Communication
- Open, Receptive, and Easily Accessible Decision Makers

AVAILABILITY OF AMENITIES



- Full and Free Access to Court Buildings
- Court Buildings Equipped with Necessary Infrastructure
- Functionally and Culturally Adequate Facilities

INCLUSIVITY



- Ensuring Users of the Court Systems Feel Important and Valued
- Creating a Welcoming Environment
- Including Users of the Court System in the Process
- Enabling Participation