Principles of Good Administration
Adopted by ARB from the Parliamentary and Health Service Ombudsman

Good administration by public bodies means:

1. **Getting it right**
   - Acting in accordance with the law and with regard for the rights of those concerned.
   - Acting in accordance with the public body’s policy and guidance (published or internal).
   - Taking proper account of established good practice. Providing effective services, using appropriately trained and competent staff.
   - Taking reasonable decisions, based on all relevant considerations.

2. **Being customer-focused**
   - Ensuring people can access services easily.
   - Informing customers what they can expect and what the public body expects of them.
   - Keeping to its commitments, including any published service standards.
   - Dealing with people helpfully, promptly and sensitively, bearing in mind their individual circumstances.
   - Responding to customers’ needs flexibly, including, where appropriate, co-ordinating a response with other service providers.

3. **Being open and accountable**
   - Being open and clear about policies and procedures and ensuring that information, and any advice provided, is clear, accurate and complete.
   - Stating its criteria for decision-making and giving reasons for decisions.
   - Handling information properly and appropriately.
   - Keeping proper and appropriate records.
   - Taking responsibility for its actions.
4. **Acting fairly and proportionately**
   - Treating people impartially, with respect and courtesy.
   - Treating people without unlawful discrimination or prejudice, and ensuring no conflicts of interest.
   - Dealing with people and issues objectively and consistently.
   - Ensuring that decisions and actions are proportionate, appropriate and fair.

5. **Putting things right**
   - Acknowledging mistakes and apologising where appropriate.
   - Putting mistakes right quickly and effectively.
   - Providing clear and timely information on how and when to appeal or complain.
   - Operating an effective complaints procedure, which includes offering a fair and appropriate remedy when a complaint is upheld.

6. **Seeking continuous improvement**
   - Reviewing policies and procedures regularly to ensure they are effective.
   - Asking for feedback and using it to improve services and performance.
   - Ensuring that the public body learns lessons from complaints and uses these to improve services.