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– Geertz 1973

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IMPLICATIONS

A theory of street-level algorithms suggests that, when faced with algorithmic failure, we should look to historical cases of street-level bureaucrats for design inspiration.

Bureaucratic mechanisms for appeals and justice include:

- Ensuring that the person or system reviewing the appeal does not overlap with the person or system who made the initial judgment
- Predefined rules for recourse, (e.g. compensating lost income)
- Requirements to publish plain-language descriptions of complex systems