



Granton Information Centre

Anti-Racism Policy

Our commitment

Granton Information Centre (GIC) stands firmly against racism in all its forms. As an organisation committed to eliminating poverty through debt and welfare rights advice, we recognise that racism and racial inequality can deepen financial hardship and create barriers to accessing essential support.

We believe that everyone, regardless of race, colour, nationality, ethnic or national origin, deserves fair, respectful and compassionate treatment. We are committed to creating a welcoming and inclusive environment in which our clients, staff, volunteers and visitors feel safe, heard and valued.

GIC has a zero-tolerance approach to racism, racial harassment, victimisation and discrimination. Our commitment reflects the principles of the Equality Act 2010 and forms part of our wider commitment to equality, diversity and inclusion.

Scope

This policy applies to all GIC staff, volunteers, trustees, clients, visitors, contractors and partner organisations when working with or representing GIC. It applies to conduct in our offices, at outreach locations, online and during any activity carried out on behalf of GIC.

What we will do

Our anti-racism commitment includes:

- Ensuring our services are accessible, inclusive and equitable for all communities.
- Treating everyone with dignity and respect and challenging racist language, behaviour and practices whenever they occur.
- Providing appropriate equality, diversity, inclusion and anti-racism learning for staff and volunteers.
- Listening to people with lived experience of racism and using their feedback to improve our services.
- Reviewing our policies, procedures and working practices to identify and address barriers or systemic bias.
- Providing information in accessible formats and arranging interpreting support where appropriate and reasonably possible.
- Taking steps to ensure recruitment, development and decision-making processes are fair and inclusive.
- Working in partnership with organisations and communities that promote racial equality and challenge discrimination.

Reporting concerns

Anyone who experiences or witnesses racism while using, working for or visiting GIC is encouraged to raise the matter with a member of staff or a manager. Concerns will be taken seriously, considered promptly and handled sensitively, fairly and as confidentially as possible.

Staff concerns may also be raised through GIC's relevant employment procedures. Clients who are dissatisfied with how a concern has been handled may use GIC's complaints procedure.

Responsibility and accountability

Everyone connected with GIC has a responsibility to support an inclusive environment and to avoid behaviour that could amount to discrimination, harassment or victimisation. Managers are responsible for promoting this policy, responding appropriately to concerns and ensuring that action is taken where required.

We recognise that becoming and remaining an anti-racist organisation requires continuous reflection, learning and action. We are committed to challenging racism, reducing barriers to our services and holding ourselves accountable for improvement.

Feedback

We welcome feedback and suggestions about how GIC can strengthen its anti-racism work and make its services more inclusive. Feedback can be provided directly to a member of staff or through our usual contact and complaints channels.

Document information

Last reviewed: July 2026

Next review: July 2027