

STEM AMBASSADOR PROGRAMME IN SCOTLAND VOLUNTEER PROBLEM SOLVING POLICY

The STEM Ambassador Programme in Scotland is delivered by the STEM Ambassadors in Scotland Hub. The Hub is committed to ensuring all STEM Ambassadors have a positive volunteering experience. Any issues, problems or complaints raised will be taken seriously and used to help to improve our programme.

The procedures below outline our commitment to reviewing issues, problems or complaints fairly and without unreasonable delay.

Stage 1: Informal

If a verbal or written complaint is received from an Ambassador, a Hub colleague will initially aim to resolve the matter. All complaints should be raised within 28 days of the issue. Most complaints can be resolved quickly and informally.

If the complaint is regarding a STEM Ambassador or is a safeguarding concern, the complaint will be referred directly to a Hub Manager or National STEM Learning Project Management Team (see Stage 2).

If you feel unable to speak to your local STEM Ambassador Hub, for example if the complaint concerns them, please go to Stage 3.

Stage 2: Formal

If the complaint is unable to be resolved in Stage 1, the Ambassador will be asked to submit their complaint in writing to a Hub Manager. This should be done no later than 28 days from when the complaint was initially raised. A response to the complaint will be made within 28 days. It may also be referred directly to STEM Learning depending on the nature of the complaint.

Stage 3: Appeal

If the Ambassador is not satisfied with the outcome of their complaint or wish to appeal the decision from the Hub Manager, or the complaint concerns the Ambassador Hub, they can contact the National STEM Learning Project Management Team for further assistance. Your local Hub Manager can provide contact details.

Data Protection

Information on complaints will be kept confidential and stored securely in accordance with Hub and STEM Learning data protection policies.

Ongoing Feedback

The STEM Ambassador Programme in Scotland encourages feedback from all Ambassadors regarding your volunteering experience. Volunteer feedback surveys will be distributed each year, as well as opportunities to provide feedback following your activities, training and volunteer networking events.

Volunteers can also provide feedback at any time by contacting your local Hub:

STEM Ambassadors in Scotland: stemambassadors@sserc.scot