



Cherie Blair
**FOUNDATION
FOR WOMEN**

How and when to contact the mentoring team

Introduction

This document outlines key reasons why mentors and mentees may wish to contact the Mentoring Team and provides guidance on how to do so. The Mentoring Team is here to support you and your mentoring partner throughout your mentoring journey. Do not hesitate to reach out to the Team via the Mentoring Platform whenever necessary.

You may want to contact the team to raise concerns about your mentoring partner, but the Mentoring Team is also available to discuss the following:


- Resources you may need to support your mentoring relationship, as well as your business and personal goals.
- Positive feedback about recent achievements you and your partner have made.
- Your overall experience with the programme and the Mentoring Team.
- Any other questions or concerns about the programme.

Since the Mentoring Women in Business programme spans different regions globally, you and your partner may face challenges such as time zone differences, cultural variations, and technology barriers. Below are some examples of when you might need to contact the Mentoring Team for assistance.

Example 1 – unresponsive mentoring partner

Participants may be concerned when their mentoring partner is unresponsive to scheduled calls or messages on the Mentoring Platform. This can occur for many reasons, such as health issues, caregiving responsibilities, increased workload, or technical difficulties.

In addition to your scheduled meetings and messages on the platform, it's a good idea to have an alternative method of communication (e.g., email, WhatsApp).



If your partner misses scheduled meetings and you cannot reach them through another channel, contact the Mentoring Team and provide the following:

- The date of your last meeting.
- When and how you last communicated with them.
- Any additional context (e.g., health concerns, travel, busy work period).

With this information, the Mentoring Team can reach out to your partner to determine whether they are still participating and help them re-engage. If they are unable to continue in the programme, the Mentoring Team will inform you of your options moving forward.

Example 2 – unprepared or late partner


During Phase 1 of your mentoring relationship, both mentors and mentees establish ground rules for how the partnership will function over the following months. While these conversations may be challenging, it's helpful to refer back to these guidelines as circumstances evolve.

Mentors and mentees are expected to have at least one scheduled meeting per month. If your partner consistently misses agreed meetings, arrives late, or comes unprepared, your first step should be to remind them of the ground rules set during Phase 1. For example: “We agreed to meet for an hour every other Friday afternoon, but if that’s not possible, we need to find an alternative that works for both us.” Remind your mentoring partner of these expectations and why you both agreed to them.

If this doesn’t resolve the issue, the next step is to contact the Mentoring Team. We will reach out to your partner, review the [Participation Guidelines](#), and explore ways to get the relationship back on track.

How to contact the Programme Coordinator (the Mentoring Team)

The Mentoring Team is available to answer any questions or address concerns that arise during your participation in the Mentoring Programme. All communications should take place via the mentoring website. Please follow the steps below to contact the Mentoring Team:



- Sign into the Mentoring website: <https://cbf.mentorloop.com>.
- On your dashboard, you can access the 'Loop' (chat) with the Programme Coordinator on the left-hand side, under 'Your loops'.
- Click on the link, and then the 'Chat' link. This chat is continuously monitored by the Mentoring Team, and we aim to respond to your message within two UK working days.
- Any messages you receive in this chat will also be sent to your email. You can respond via the mentoring site or by replying to the email.

Keeping you safe

The Cherie Blair Foundation for Women believes everyone has the right to be safe, respected, and valued regardless of their identity or circumstances. The Foundation has zero tolerance for harassment, abuse, and exploitation in any form. Please see our [guide here](#) for more information.

If you have feedback or wish to report something that made you feel unsafe or uncomfortable, you have several confidential options. Anything you share will only be disclosed to those who need to know:

- You can contact a member of the Mentoring Team via the messaging function on the platform.
- You can speak to someone from your nominating partner organisation.
- You can contact our dedicated WhatsApp channel.
- You can email us at: enquiries@cherieblairfoundation.org.

Whatever you decide to do, we guarantee the following:

- We will respond to you within 48 hours to confirm receipt, ask for any further details, and inform you of next steps.
- We will ensure that your concern is appropriately investigated and handled, keeping you informed throughout the process.
- We will maintain confidentiality, sharing information only with those who need to know in order to review, investigate, and address the matter.
- We will provide support and protection throughout the process



Anything else

If you have any other questions, concerns, queries or feedback about your partner or the Mentoring programme not covered in this guide, please get in touch with the Programme Coordinator. We're here to support you to have a successful mentoring relationship on the programme.

