



The CSP encourage the positive impact that a mentoring scheme can provide for members, and the wider profession. We want to enable members to learn and develop themselves through mentorship.

This mentoring scheme has been developed as part of the aspirational Physiotherapy Works Programme, which seeks to support, facilitate and strengthen the CSP membership's ability to influence, and take up both the challenges and opportunities that the changing healthcare environment offers.

The mentoring contract below has been developed within the spirit of the CSP's [Code of Members' Professional Values and Behaviors](#), and to the code set down by the European Mentoring and Coaching Council.

Before you start a mentor/mentee relationship, you both should sign the agreement below and exchange via email.

If at any point in your mentor/mentee relationship you feel like there has been a breakdown in communications or you feel the contract isn't being kept to, please refer to the complaints procedure below.

With very best wishes,

Education Team

## CSP Mentoring Contract

By choosing to participate in this pilot CSP Mentoring Scheme, I agree to:

- **Adhere to the European Mentoring and Coaching council code at all times and provide the necessary support and advice to help the mentor/mentee relationship succeed.**
- **Track my progress by completing all related online learning.**
- **Make a commitment to being matched with my mentor/mentee for up to 12 months.**
- **Communication for at least 1 hour per month with my mentor/mentee.**
- **Be on time for scheduled meetings, or establish contact with my mentor/mentee at least 24 hours beforehand if I am unable to make a meeting.**
- **Inform the CSP of any difficulties or areas of concern that may arise in the relationship.**

\_\_\_\_\_ (please initial) I understand that upon match closure, future contact with my mentor/mentee is beyond the scope of the CSP Mentoring scheme, and may happen only by the mutual consensus of the mentor and the mentee. The Mentee shall not at any time be obliged to act on any information, suggestion, advice or guidance given by the Mentor as part of the services, but if and to the extent that it does so, it shall do so at its own risk. The Mentee hereby unconditionally and irrevocably waives any rights of action it may have as against the Mentor or CSP in relation to any such information, suggestions, advice or guidance.

\_\_\_\_\_(Signature)

## Complaints procedure

### Part A: Statement

1. Any person can make a complaint about:
  - a) An employee
  - b) A CSP Mentor or Mentee
  - c) An event or presentation by the CSP
2. The complaint may be about the conduct of a), b) and c) above.
3. The complaint may be about the conduct of the organisation.
4. A complaint is made using the steps below.

### Part B: Making a complaint

1. **STAGE ONE** - A complaint may be made to any CSP employee. It should also be made in writing to: CSP, Physiotherapy Works, 14 Bedford Row, London WC1R 4ED. There will be a response to a complaint within 7 days of receipt. If the matter is not resolved within a mutually convenient time, it will be referred to stage two.
2. **STAGE TWO** - There will be a telephone interview between the person complaining (the complainant) and an appointed CSP employee within 14 days of referring to stage 2. (This will not involve employees or members involved in the complaint).

The discussion and plans for action will be recorded and a copy given to the complainant. If the complainant is dissatisfied with the decision, they may appeal within 14 days of receiving the decision. The complaint will be referred to stage three.

3. **STAGE THREE** - If the complainant is still unhappy after stage two, they can appeal against the decision. The matter will be managed as per [The Chartered Society of Physiotherapy Complaints Procedure](#).