

HELP..... Somethings gone wrong!

Obviously, no parent or carer wants find out things have gone wrong in their child's online life.

However, before emotions take over and you start thinking about taking drastic actions, it maybe a good idea to think about taking the below steps and advice first.



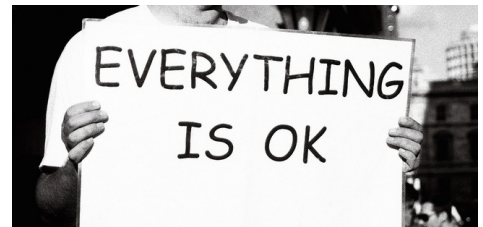
No 1: Finding out.

Try your hardest to KEEP CALM! On first finding out, proceed with caution as your next actions are extremely important and will have a massive impact on your loved ones emotional state. Even though inside you will undoubtedly be panicking, getting upset and possibly angry, please try your hardest to remain calm on the

outside, this will not only comfort and reassure them that they have done the right thing in speaking out, but will also allow you to look at the problem with a clear head.

No2: Reassurance.

Before you even start looking at what has been happening, provide some well needed reassurance. Tell them not to worry, that they have done the right thing in speaking to you and that everything is going to be okay. Now you can sit down and chat calmly. Find out exactly what has been happening and for how long.



No3: Making a plan.

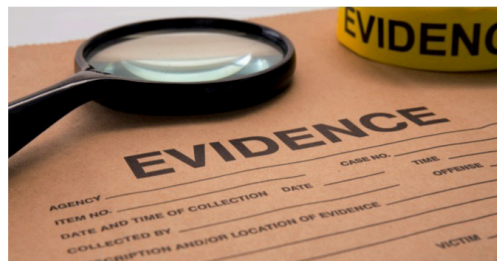


Now you can start to make a plan of action with them. Having them feel involved in the process is important. Making sure they are happy with what steps are taken next will put them at ease. Steps will need to be taken, such as speaking to school etc, but make sure your child understands that these steps are necessary in order to get some help and ultimately get things to stop.



No4: Keep a record.

It's going to help you if you have a detailed chain of events. Screen shots of all unwanted contact will be vital in getting the correct help. As much information you have will provide you with the best opportunity to get things resolved.



No5: Ask for Help.



1: School.

If this is a bullying / cyber-bullying issue, then the school needs to know. Work with them and try to be patient. This may not change overnight, however, your school will most certainly have the best interests when it comes to your child's future safety and well-being.

2: Police.

Obviously if your child has had any unwanted contact from a stranger, involving the police is essential. Following on from this the school would also need to be informed. It maybe the others within your child's friendship groups may have also been effected.

Need extra Help?

If you need extra help in either setting up your child's devices safely or being informed about the apps they use, the below sites will surely help.



www.net-aware.org.uk



www.parentinfo.org



www.commonsensemedia.org



www.internetmatters.org

