

Advice for parents and carers on how to deal with online (cyber) bullying

Talk to your child and understand how they are using the internet and their phone.

Use safety tools and parental controls. If you're not sure how, contact your service provider but please note that these tools are not always 100% effective.

Be alert to your child being upset after using the internet or phones. They may be secretive, change relationships with friends. But be aware that your child is just as likely to be a bully as to be a target.

Role model positive online behaviour for your child. It's important that they know how to act safely and responsibly online and are aware of what content is acceptable and unacceptable to post or share.

If your child is a victim of online bullying, remember, it's not their fault so removing the technology or banning them from websites could make them less likely to speak to you in the future if they experience a problem.

Remind your child not to retaliate to any cyberbullying.

Work with the school to resolve the issue if other pupils are involved.

Keep any evidence of online cyberbullying, for example, emails, online conversations, texts, screen prints of sites or chat messages. Try to include time and dates and even locations where possible.

Report online bullying immediately:

- Contact the service provider (for example, the website, gaming site or mobile phone company) to report the user and if possible to remove the content.
- If the bullying is being perpetrated by other pupils then contact the school so they can take action in accordance with their anti-bullying and behaviour policies.
- If the bullying is serious and a potential criminal offence has been committed then consider contacting the police.

Useful links for children, young people and parents and carers:

- [Child exploitation and online protection centre](#)
- [Derbyshire Police](#)