If something goes wrong online

Parent Guide ——————●

What to do and how to respond if your child has a problem online

Why do things sometimes go wrong online?

While most children only have **positive experiences online,** occasionally **things can go wrong.** And as they explore, learn and test boundaries, things may occur where **they need your help.**

What can I do?

The first thing is to remember to **stay calm and be patient.** A **consistent and reasonable response** is important because you want your child to know that you will **always react calmly,** whatever they have done.

It is also important to give your child time and space to **consider what has happened** and decide how they want to deal with it.

Explain your decisions

It's important to **explain your decisions** and give your child a **chance to offer their point of view too.**

You may want to **work together** to make a plan to deal with the problem. This might be **specific actions or changes in behaviour** – such as avoiding an online space, or **blocking and reporting** someone on an app, game or site.

Take practical steps

You may need to take **practical steps** where you could need additional help. You can **speak to your child's school** – and they will be able to offer you advice or connect you to a local professional who might be able to help you further.

In some cases, you may need to **report the problem to an organisation** whose job it is to keep children **safer online.** You can find more information on resources **here.**

Remind your child you want to help

It can be **very hard for a child to ask for help** – especially if they've broken a rule, or done something you told them not to. Remember to **remind them that they can always come to you if they are upset or worried,** and that you will be able to resolve any problems together.

techtips

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