Cyberbullying Guidance for Parents and Carers

Key advice for parents and carers on how to deal with cyberbullying:

- Talk to your child and understand how they are using the internet and their phone – e.g. see Cyberbullying (Online Bullying) Guide for Schools and Parents from National Online Safety.
- 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. For more information, go to: https://www.nspcc.org.uk/keeping-children-safe/online-safety/parental-controls/
- Be alert to your child being upset after using the internet/their mobile phone - they may be secretive, suddenly change relationships with friends. Be aware that your child could just as likely to be a bully as 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. See Screen Time Advice from Internet Matters.
- If your child is a victim of cyberbullying, 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.
- Work with your child's setting to resolve the issue if other pupils are involved. Visit our 'Help if your child is being bullied' webpage for more information and guidance on what to do.
- Don't encourage retaliation to any cyberbullying.
- Keep any evidence of cyberbullying - e.g. emails, online conversations, texts, screen prints of sites/chat messages. Try and include time/dates and even locations, where possible.
- Report cyberbullying immediately:
    - Contact the service provider (e.g. 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, contact your child's setting so they can act, in-line with their anti-bullying and behaviour policies.

If the bullying is serious and a potential criminal has been committed, consider contacting the police.

Feedback

Online feedback form

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