

WHAT TO DO IF...

internet  
matters.org

# My child is being bullied online

## Supporting children with additional needs

If your child experiences bullying online, they might feel upset and worried about it happening again. Use the steps below to support yourself and your child through the experience.

1

### Reassure them

**Thank your child** for telling you and let them know that you're always there to help them.

Have them **take a break** until they feel **calmer** before taking next steps.



### Save evidence

2

**Save screenshots**, usernames and timestamps where you can.

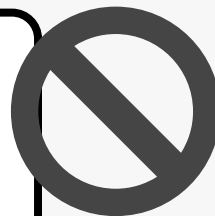
You may not need them, but **keeping a record can help** if you need to report the bullying later.

3

### Block and report

**Block the user** on the platform using built-in tools to stop them contacting your child.

**Report the user** to the platform using built-in tools. Reasons include bullying, harassment, threats or abuse.



### Tell their school

4

If you think the person bullying your child is from their school, **talk to the Designated Safeguarding Lead (DSL)** or another trusted member of staff to help your child get support.



5

### Keep checking in

Keep talking to your child and **use apps or games together** if your child feels nervous about going online again.

**Ask them how they feel**, who they talk to and what helps them feel safe online.



Some children with additional needs may need extra support after online bullying.

**Scan the QR code for practical advice, conversation support and next steps.**