**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 person, or blocking and reporting someone on an app, game or site.

**Take practical steps**

You may need to take practical steps involving 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.

**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.

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