

ONLINE ISSUES— WHAT SHOULD PARENTS DO?

(Guidance for issues happening outside school hours)



Great Oaks School

Online Issue Occurs



Examples: Hurtful messages or online bullying on SnapChat, WhatsApp, Instagram, TikTok, Discord, Facebook, text message, gaming chats (written or verbal) etc.



Parent/Carer becomes aware

Stay calm and gather information:

- Take screenshots or evidence
- Note dates, times, usernames etc.

Take appropriate action



If a crime has been committed (e.g. threats, indecent images, harassment):

Contact the police immediately/Call 101 (non-emergency)

Report the incident to the online platform directly

Contact Children's Services (023 80833004) - if appropriate.



If it involves pupil relationships:

Inform the school via the Tutor or Pathway Manager to help keep pupils safe on site and to allow for online safety education.



If it's a minor disagreement or misunderstanding:

Support your child to block, report and disengage. Discuss online safety and respect at home.

Remember: Great Oaks cannot put sanctions and consequences in place for incidents that happen outside of school, but we can:



- Support pupil's wellbeing
- Keep everyone safe IN school
- Work with parents and authorities where appropriate