

# Know IT All

*for parents*



Helping to keep your  
children safe online



**“Helping to make the internet  
a great and safe place for children”**

**Promoting the  
positive**



**Responding to  
the negative**

Adults often  
have anxieties  
about new  
media...



**Everything that's already in the world when  
you're born is just normal;**

Different  
world?







**“Anything that gets invented after you’re thirty is against the natural order of things and the beginning of the end of civilisation as we know it ...until it’s been around for about ten years when it gradually turns out to be alright really.”**

**Douglas Adams**

Why is internet safety important?



```
graph TD; A[Why is internet safety important?] --> B[Why is the internet so great?]; B --> C[What are the risks?]; C --> D[What about mobiles?]; D --> E[Know IT All - what can parents do?];
```

Why is the internet so great?

What are the risks?

What about mobiles?

Know IT All - what can parents do?

# Why is internet safety important?



## Statistics

- The amount of time 8-11s and 12-15s spend online has more than doubled since 2005... The amount of time 8-11s and 12-15s spend online has more than doubled, from 4.4 hours a week in 2005 to 11.1 hours
- However, there has been a decrease since 2014 in the number who trust their child to use the internet safely Since 2014, parents of 3-4s (44% vs. 56%), and 5-15s (78% vs. 83%) whose child goes online are less likely to say they trust their child to use the internet safely.
- Parents are more likely in 2015 than in 2005 to believe that their child can get round parental controls In 2005 very few (5%) parents who were using blocking controls or software said their child knew how to get around those controls. In 2015 29% of parents of 8-15s said they thought their child would be able to unset, bypass or over-ride home network-level filters, and 21% thought this about parental control software.



## Different usage

### PARENTS

Mostly email & web  
for research



### YOUNG PEOPLE

Interactive chat, IM,  
Music, Games, Blog



## Know IT All

28% of parents who use the internet describe themselves as beginners compared with only 7% of children

# Changing environment

**WEB v 1.0**

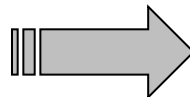
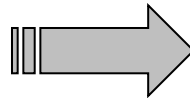
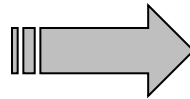
**Downloading**

**Consuming**

**Corporate**

**Separate media**

**Static**



**WEB v 2.0**

**+ Uploading**

**+ Creating**

**+ Personal**

**+ Converged media**

**+ Truly interactive**

# Supervision

## IN SCHOOL

Supervised, filtered  
& monitored



## OUT OF SCHOOL

Often no  
supervision, filtering  
or monitoring



## Know IT All

- 30% of students report having received no lessons at all on using the internet.
- 79% of young people use the internet privately without their parent's supervision

# Knowledge vs. Wisdom

## KNOWLEDGE

Many children pick  
up technology  
quicker!



## WISDOM

Understanding how  
to behave in a  
virtual world



## Know IT All

69% of young people say they mind their parents restricting or monitoring their internet usage!

Why is  
the  
internet  
so great?





## Discover



- Search engines
- Homework
- Projects
- Personal interest
- Amazing facts

**The biggest library in the world**

## Connect



- Email/chat
- VoIP - Skype
- Instant Messenger
- Multi-user games
- Social networks

**Brings people together**

## Create



- Blogs (web log)
- Vlogs (video log)
- Web sites
- Text & pictures
- Music/photo/video

**Anyone can become a publisher**

## Connect: Instant Messenger (IM)



- This app is meant for kids below the age of 13 and to be used under parental supervision
- A parent creates the kid's account and gets to choose the kid's username
- Parents can set 'Curfew Time' during which the live chat will not work

A collage of various social media and communication app logos. The logos are arranged in a dense, overlapping manner. Visible logos include: Facebook (blue square with white 'f'), Snapchat (ghost icon), Vine (green square with white 'Vine'), Viber (purple speech bubble with white 'Viber'), Instagram (camera icon), Google+ (g+ icon), LinkedIn (blue square with white 'in'), Tumblr (blue square with white 'tumblr.'), and others like Reddit (alien icon), Tango (orange text), and a location pin icon. The background is white.

# What are the risks?



# Potential risks

Commerce

Content

Contact



73% of online adverts are not clearly labelled making it difficult for children and adults to recognise them

57% of 9-19 yr olds have come into contact with online pornography accidentally.

- 4 in 10 pupils aged 9-19 trust most of the information on the internet.
- 1/3 of young people have received unwanted sexual or nasty comments online. Only 7% of parents think their child has received such comments.



# Commercial risks

- Blur between content & advertising
- Subtle requests for marketing information-  
“Tell a friend”
- Invasive programmes -  
adware / popups

The screenshot shows the mousebreaker.com website, which is a platform for free online games. The header features the site's logo, a navigation menu, and a search bar. The main content area is divided into several sections:

- Free Bluetooth® & Voice Control**: An advertisement for the Fiesta Zetec Blue car, priced at £8,995.
- Free Online Games!**: A banner for the site's main offering.
- Read the MOG BLOG**: A link to the site's blog.
- HOT LINKS!**: A section with various links, including "Bingo Liner £10 FREE" and "Party Poker".
- HOT NEWS!**: A section with news about new games, including "JUMPERS FOR GOALPOSTS! NEW!", "EXTREME BLAST BILLIARD! NEW!", "VOLLEY 2007/08 NEW!", and "PINCH HITTER 2 NEW!".
- FEATURED GAME**: A section featuring the game "AGAINST THE WALL".
- GAMES ARCADE**: A section with various games, including "BRING ON THE SUNSHINE", "SLIDING TACKLE", and "FORKLIFT FRENZY".
- MOST POPULAR**: A section with a grid of popular games, including "Pinch Hitter", "Striker of the month", "Heli Attack", "Universally Challenged", "Shark Attack", "Soccer Manager", and "Pac-Man".
- COMPLETE GAME LIST**: A section with a search bar and a dropdown menu for "Quick Game Selection".

On the right side of the page, there is a large vertical advertisement for William Hill, promoting a £50,000 PRIZE SNOWBALL and a £25 FREE BET for all new customers.

The URL in the address bar is: [http://www.mousebreaker.com/addclick.php?id=MULTIPLE\\_SKYSLLOT\\_XX](http://www.mousebreaker.com/addclick.php?id=MULTIPLE_SKYSLLOT_XX)



Know IT All



20% of children claim they mustn't fill in online forms, compared with 57% of parents who do not allow it.

# Content viewed

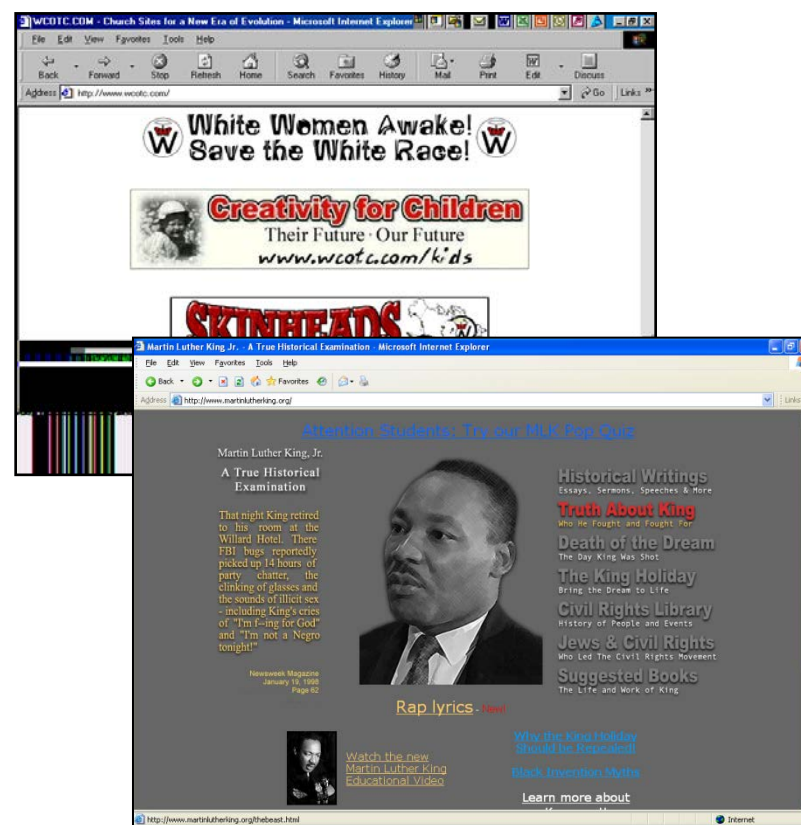
- ☹ Inaccurate content
- ☹ Extreme material
- ☹ Pornography
- ☹ Fake News



## Know IT All

4 in 10 pupils aged 9-19 trust most of the information on the internet

57% of 9-19 yr olds have come into contact with online pornography.  
Only 16% of parents think that their child has seen pornography on the internet.



## Contact risks



- ☹ Social networking sites
- ☹ Instant messaging (eg Whatsapp, Snapchat, messenger)
- ☹ P2P (filesharing)
- ☹ Multi-user online games
- ☹ Chat rooms

## Know IT All

49% of kids say that they have given out personal information

5% of parents think their child has given out such information

Connect:  
Social  
networking  
sites

# YOU

NOW



Talk to strangers!





Live.ly

music.ly

Live.ly, the live-streaming video app, is relatively new. It was released in May and racked up more than 2 million downloads in a month. As we've all seen, there's a soaring popularity for live-streaming social media with Twitter's Periscope and Facebook Live. While musical.ly focuses on music, live.ly gives musers free reign on what they want to share with fans and allows musers to communicate with fans in real time. Musers can pick from a variety of categories, including makeup, life, sing, dance, etc., to tag in their live videos.

### **So are these apps safe?**

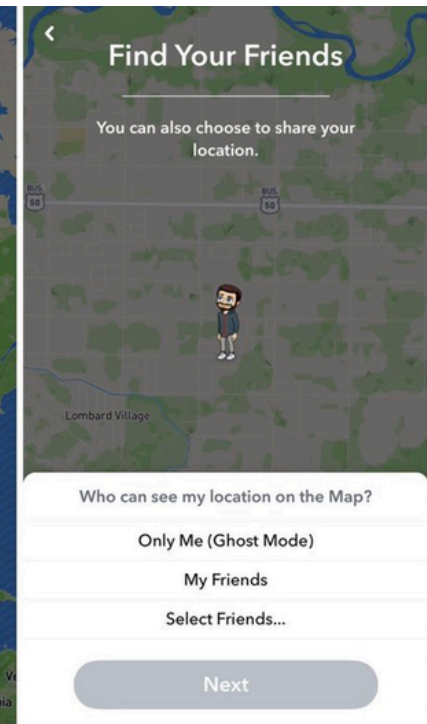
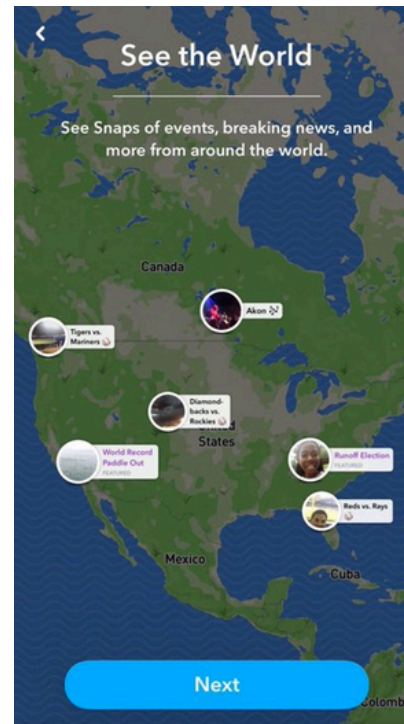
Probably. You'll want to make sure your child disables location services for the app in his or her phone settings. Then in the app, you'll want to turn on three tabs in the app settings:

1. Only friends can direct.ly me
2. Hide location info
3. Private account

For live.ly, stress the importance of being smart while using the app. Live streaming is exactly what it sounds like; your kid will be live on the Internet, without the ability to edit the video before others see it. Location of the live-stream is also crucial as it can give away information about where your kid lives and spends time.

**Musical.ly is obviously a music-based app, but not all the songs are kid friendly. There are dozens of song categories to pick from and what seems like millions of songs, so your kid probably isn't going to be singing Disney songs.**

# Snapchat



office@bredhurst.kent.sch.uk  
: www.bredhurstcp.co.uk



Gilling  
Kent  
ME7 3  
Tel: 016

26<sup>th</sup> January 2018

anyone aware of this app? ROBLOX.

Dear Parents

The teachers spoke to the children yesterday regarding this app. Most of the children had either played it or were aware of it.

PLEASE SEE MESSAGE BELOW FROM KENT POLICE.

**Warning :** We are putting out this post following our visit to a school yesterday. As most people know we are concerned about the popular app ROBLOX which is by far the most popular game played by children from 5 to 10 years of age.

We were talking to a very large group of year 1 students and we were shocked when over half of them said they were playing ROBLOX. When we spoke to Year 2 at least 70 percent of them were playing the game.

Most of these children then disclosed that they had online friends in ROBLOX that their parents didn't know about. It got worse when many of the children stated they had received many in game messages from 'strangers' and that they hadn't told their parents. All of the children then stated that they had seen 'naked' characters walking around the game and that the characters were doing very adult things.

The inappropriate content has been disclosed to us thousands of times by young children but we were previously unaware that the children were being sent numerous messages. When talking to Year 3 students they suggested that a lot of the messages are inappropriate. In all cases the children aren't telling their parents.

Most of the young children we spoke to yesterday appear to have been talking to strangers in the game by using a headset to speak. The headset is usually just a normal set of ear pods that you would get bundled with an Apple device as opposed to a specific gaming accessory.

We would advise every parent to check their child's ROBLOX account and look to see if they have friends that they do not know. Many of the children we spoke to yesterday said their accounts were 'maxed out' meaning they have 200 online friends.

We would also ask parents to check the child's in game message inbox to check if they have been receiving inappropriate messages.

PLEASE CAN EVERYONE SHARE THIS POST SO THAT PARENTS KNOW TO CHECK THEIR CHILDS ACCOUNT

Best Wishes

Dear Parents and Carers

It has come to our attention that many of the children are playing on-line games with each other. This means they can communicate and share the experience, which is an excellent way to communicate and encourages sharing, cooperation and collaboration. However, it comes with many risks that young gamers may not have considered. We have reason to believe that some of our pupils are sharing significant information that may have a financial impact and could risk parental on-line security.

#### **Risks of Game-Sharing on Xbox/Play Station**

Game sharing is a way to take advantage of the Dual License that comes with each purchase of a Digital Game - it can be played on more than one machine. The sharing happens when two people online share games for free.

To game share, players have to share account usernames, passwords and verification codes. Sharing personal details is highly inappropriate, breaks many terms of use (as outlined in Service Agreements) and can result in players having their account frozen by their provider or even stolen from them by strangers.

More importantly, many young gamers play on parental accounts. These accounts will probably have been set up by parents using their own passwords and user details. Children may be sharing passwords used on various family member on-line accounts and can allow children to share accounts. This can evolve into sharing purchase passwords and even access into bank accounts, especially if you use the same password for a number of different applications, including PayPal, Apps, Spotify etc etc.

Finally, once these personal details are shared on-line, there is no limit to who they can be shared with next. Once it has left your device - you have no control.

We will be talking to the children in KS2 about their on-line activity, but obviously parents will need to closely monitor what is happening in the home to ensure you are not compromising your own on-line or financial security.



# Blue Whale Game?



**Nelson Primary School**  
Inspiring Ambition, Achieving Success

Head Teacher: Mrs F. Cullen  
Deputy Head Teacher: Ms J. Cull  
School Business Manager: Mrs S. Silk

Napier Road, East Ham, London, E6 2SE  
Telephone: 020 8472 0642  
Fax: 020 7345 1816  
E-mail: [info@nelson.newham.sch.uk](mailto:info@nelson.newham.sch.uk)  
Website: [www.nelson.newham.sch.uk](http://www.nelson.newham.sch.uk)  
fax: [fax@nelson.newham.sch.uk](mailto:fax@nelson.newham.sch.uk)

Dear Parents / Carers,

## Blue Whale Game

I would like to warn you about a very dangerous game that a lot of the children are talking about. You can access this game from social media sites like Instagram, Facebook Snapchat etc.

In the game the people who run it are called "Masters." The masters send tests or challenges through to the person playing the game and take place over 50 days. . They start quite small such as wake up at 4.20 or watch a horror film. The challenges get worse and worse until they are asked to carve the shape of a blue whale into their own skin. To win the game the player is asked to commit suicide; if the choose not to do that the player is told that the masters will kill their family

Please keep an eye on your child and talk to them about the dangers of games like this one. I would also like to point out that no child in primary school should have a social media account such as Instagram or facebook. The lower limit for these sites is 13 years old.

Yours faithfully,

Fiona Cullen  
Head Teacher



Apps –  
where?



Apps lock &  
Gallery hider

**Calculator%.**

**Audio Manager**



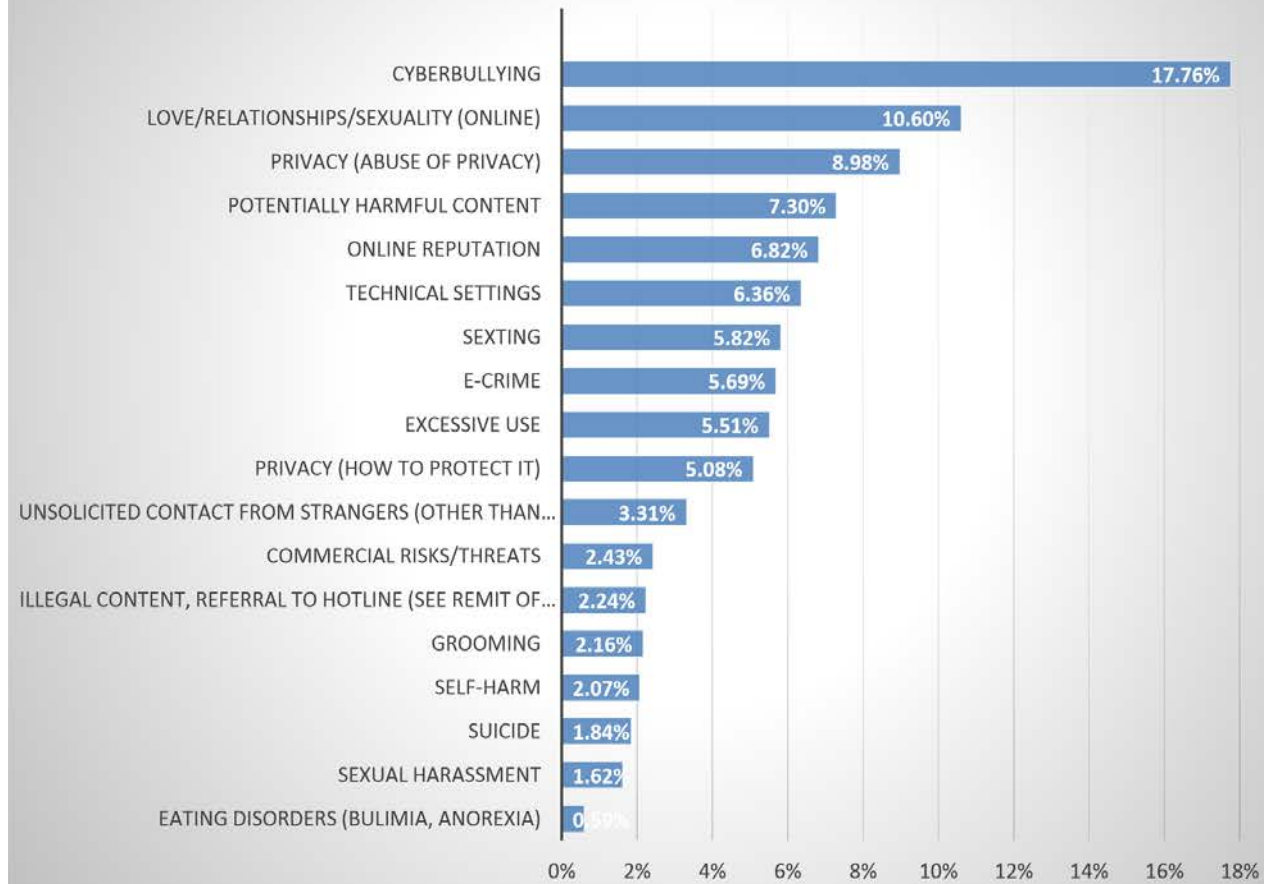
Over to  
you...



What do YOU think is the  
biggest risk to children online?

# Cyberbullying?

## Reasons for contacting helplines April - June 2016



What is  
Cyberbullying?

**Prejudice**

**Hacking**

**Threats**

**Manipulation**



**Exclusion**

**Stalking**

**Public postings**

- **Threats and intimidation**  
Threats sent to people by mobile phone, email, or online.
- **Harassment or stalking**  
Repeated, prolonged, unwanted contact or monitoring of another person.
- **Vilification / defamation / prejudice-based bullying**  
These may be general insults or racist, homophobic or sexist bullying.
- **Ostracising / peer rejection / exclusion**  
Set up of a closed group refusing to acknowledge one user on purpose.
- **Identity theft, unauthorised access and impersonation**  
'Hacking' by finding out or guessing a username and password.
- **Publicly posting, sending or forwarding information or images**  
Disclosing information on a website.
- **Manipulation**  
May involve getting people to act or talk in a provocative way.



## Differences



- **24/7 contact**  
No escape at home
- **Impact**  
Massive potential audience reached rapidly. Potentially stay online forever
- **Perception of anonymity**  
More likely to say things online
- **Profile of target/bully**  
Physical intimidation changed
- **Some cases are unintentional**  
Bystander effect
- **Evidence**  
Inherent reporting proof



## Advice for parents

- Be careful about denying access to the technology
- Understand the tools
- Discuss cyberbullying with your children
  - always respect others
  - treat your passwords with care
  - block/delete contacts & save conversations
  - don't reply/retaliate
  - save evidence
  - make sure you tell
- Report the cyberbullying
  - school
  - service provider
  - police

# What about mobiles?



# The pros and cons



**Discover**

**Connect**

**Create**

**Commerce**

**Content**

**Contact**



**Personal**

**Portable**

Away from supervision

Always on and reachable

## Mobile phone advice

- ☺ **Know** how your child's phone works (e.g. Bluetooth, Internet access, WIFI code)
- ☺ **Agree** the type of content that you would be happy for them to download, knowingly receive or send on to others
- ☺ **Save** any abusive messages/inappropriate images for evidence purposes
- ☺ **Decide together** what are acceptable bills inc In-app purchases

You can control spending on in-app purchases by turning them off completely or by asking for a password to be entered every time. This will mean that your younger children won't be able to download apps without your permission.

- Some free apps make money in different ways, building up bills without you even realising it. PhonepayPlus has more information on [in-app purchasing](#).
- ☺ **Encourage** balanced use – switching off at mealtimes, bedtime.

Apps – who  
is in charge?

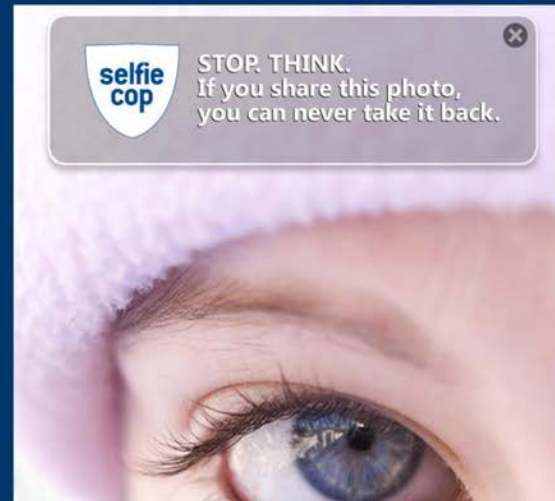
An advertisement for the OurPact app. The top left corner features the OurPact logo, which consists of a stylized leaf icon in orange and blue, followed by the text "OurPact". The background is a photograph of a family of three sitting at a wooden dining table. A woman with blonde hair is on the left, gesturing with her hands while talking. A man in a red and blue plaid shirt is in the center, smiling. A young boy is on the right, with his arm raised. The table is set with plates of food, glasses of water, and a blue bowl. The overall atmosphere is warm and family-oriented.

**The One App Every Parent Needs**

OurPact is a simple parental control app that allows parents to limit screen time by blocking internet and app access.

## Apps – who is in charge?

SelfieCop reminds kids to **STOP-&-THINK** before taking or sharing photos or videos.



For example, the Parental Control **SelfieCop** teaches kids to use their phone's built-in camera safely.



**SelfieCop** reminds kids that any photos or videos they take may ultimately be seen by anyone.

**SelfieCop** also allows parents to monitor their child's images to help safeguard behaviour.

Download the **SelfieCop** apps for free at [www.selfiecop.com](http://www.selfiecop.com)



Update  
yourself!

## Parents warned to delete app ooVoo from their children's smartphones

15:09, 15 MAR 2016 | UPDATED 15:57, 15 MAR 2016 | BY EMMA GILL

The warning comes from school bosses after pupils were sent explicit images on the app



### Children in North East Lincolnshire targeted by online sex pests using ooVoo

By Grimsby Telegraph | Posted: March 02, 2016



ooVoo

[← View all networks](#)**ooVoo**[Voice calls](#) | [Video chat](#) | [Messaging](#)**Minimum age**

What do you think is the right age for ooVoo? [Share your thoughts](#)✓

ooVoo is a video chat app. It lets you make video calls, voice calls and send texts to friends and family. You can also start a group video chat with up to 12 people. The default privacy settings are set to 'public', so you can talk to people you don't know, but they can be changed so that you can just talk to your friends.

**What do I need to know about ooVoo?**

We've joined forces with O2 to find out what parents of 8-12 year olds think about ooVoo. We've also asked young people what they think. Here's what they said:

**Children's views****What do children and young people say to look out for:**

23% of the children and young people we asked think ooVoo can be risky. The top 3 concerns were:

- some of the features lag
- talking to strangers
- advertising.

Swipe.



News · UK News · Dating

# 'Tinder for teenagers' dating app being used by schoolchildren 'to send nude photographs'

09:02, 30 SEP 2016  
UPDATED 09:18, 30 SEP 2016  
BY MARIA FLANNERY

The app - named Yellow - works by connecting to a Snapchat account, helping users to find new people with whom to chat and share pictures



SHARE



COMMENTS

Join a community of  
**1,000,000** people



Available on the  
Google play



Available on the  
App Store

# Checklist of questions for mobiles


## Mobile Operators Code of Practice

Services to protect children that operators are committed to including.

## Childnet's Checklist for parents

To help parents ensure that these protections are in place.

Questions include: How can I turn Bluetooth off? Can I put a bar on premium numbers?

**BUYING A MOBILE PHONE?  
DO YOU KNOW WHAT YOU ARE GETTING?** 

You can now access the Internet on most mobile phones and whilst this access brings a world of incredible opportunities in terms of communication, education and entertainment, there are certain potential risks to children posed by the Internet. These risks include accessing potentially harmful content, such as pornography, potentially dangerous contact with strangers in chatrooms and commercial pressures like spam and intrusive advertising.

The UK Mobile Operators have recognised these risks and have taken steps to help you protect your child from potentially harmful content accessible via your mobile phone. There are also things you can do to block premium rate calls and texts.

This guide written by children's internet charity, Childnet International, gives you a checklist of important questions to ask your Mobile Operator when purchasing a mobile phone so that you can ensure you have the tools and support to help protect children and make sure they get the most out of using their mobile phones safely.

1. SAFETY ADVICE	
QUESTIONS TO ASK:	BACKGROUND:
<b>1</b> Ask for information and advice about the phone and the services that are available on it, so that you can ensure your children know how to use it safely.	Your mobile operator is committed to providing you with information and advice on safe use of their service. Do not be shy to check that they are keeping you informed.

2. INTERNET ACCESS	
QUESTIONS TO ASK:	BACKGROUND:
<b>2</b> Does this phone have Internet access?	All the UK Mobile Operators have to provide an Internet filter on their phones to help block accessing material that is potentially harmful to children, such as pornography. However, with most operators you will need to ask your Operator to activate the filter.
<b>3</b> Is there a filter to help block Internet content that is potentially harmful for children?	
<b>4</b> Is the filter switched on?	
<b>5</b> If so, can you switch it on (please)?	

3. REGISTERING THE PHONE	
QUESTIONS TO ASK:	BACKGROUND:
<b>6</b> Is the phone registered for a child user?	Being registered as a child user will mean that you cannot access material prohibited by your mobile operator or its partners that is not fit for 18+, is unsuitable for children. All mobile phone users are considered to be children by their mobile operator unless or until they have proved to their mobile operator that they are 18. Proving your age is a one-off action, so if you 'switch' a phone check with your operator whether the phone is registered as a child- or an adult user.

We'll also make sure that any content that is potentially harmful to children is blocked. We'll also make sure that any content that is potentially harmful to children is blocked. We'll also make sure that any content that is potentially harmful to children is blocked.

# What can parents do?





## Parenting, Media, and Everything In Between



### Got a question?

Whether you want to set up parental controls, adjust privacy settings or get advice on social networks, experts from the O2 & NSPCC are here to help.

**0808 8005002**

O2  NSPCC NetAware )))

Type and select network

 (e.g. Facebook)

Explore all networks

[A-Z](#)

[Most popular](#)

### Your guide to the social networks your kids use

Stay up to date and keep your child  
safe in today's digital world





# [www.internetmatters.org](http://www.internetmatters.org)

Parental controls setup guides for the major tablets and smartphones:



Apple iPhone



Apple iPad



Android Mobile



Android Tablet

Parental controls setup guides for the major gaming consoles:



Xbox One



Xbox 360



PS3



PS4



Wii

Parental controls setup links for the main laptop and tablet operating systems:



Windows 7



Windows 8



Mavericks



Yosemite



Windows 10

What you  
can do...

Commerce



- ☺ Install software to protect your **computer's security**
- ☺ **Be careful** which sites the rest of the family visit
- ☺ Use a **family email address** for shopping and online forms
- ☺ Use the **free technology**: pop-up blockers & SPAM filters; and your good judgement: don't reply to SPAM!
- ☺ Check sites for extra **security** (**Green** padlock)

What you  
can do...

## Content



- ☺ **Talk to your children** about what to do if they do come across something unpleasant and **teach them to be critical. LITTLE & OFTEN!**
- ☺ Use child-friendly **search engines** or set a search filter
- ☺ Encourage them to use **browser tools** – Bookmarks & History
- ☺ Install **filtering** but don't rely on it
- ☺ Find **appropriate sites** to visit and try not to overreact – lots of inappropriate content viewed accidentally

## Contact



What you  
can do...

- ☺ **Get involved** with your children online and encourage balanced use - set time limits
- ☺ Make sure they know **who to talk to** if they feel uncomfortable
- ☺ Talk about the consequences of giving out **personal info** or making **information public**
- ☺ Keep the **usage in a family room**
- ☺ **Agree rules** as a family - meeting up



# SMART rules



**SAFE** - Keep safe by being careful not to give out personal information - including full name and email address - to people who you don't trust online.



**MEETING** - Meeting up with someone you have only been in touch with online can be dangerous. Only do so with your parent's/carer's permission and even then only when they can be present.



**ACCEPTING** - Accepting e-mails, IM messages or opening files from people you don't know can be dangerous - they may contain viruses or nasty messages!



**RELIABLE** - Someone online may be lying about who they are, and information you find on the internet may not be true. Check information and advice on other websites, in books or ask someone who may know.



**TELL** - Tell your parent/carer or teacher if someone or something makes you feel uncomfortable or worried, or you or someone you know is being cyberbullied.

Know where  
to report



If you click on the button you will be reporting a problem directly to someone at CEOP (the Child Exploitation and Online Protection Agency) You are then likely to be contacted by a social worker or a police officer, to talk through your report in more detail. They need to do this to make sure you are safe.



# Reporting

## Reporting on social media

Find out more about how to report on the most popular social media apps in our [safety tools guide](#).

Grooming or other illegal behaviour:

If you want to report someone who is behaving suspiciously online towards a child, you should in an emergency contact the emergency services by calling 999, or otherwise make a report to CEOP, the Child Exploitation Online Protection Centre, see [www.ceop.gov.uk](http://www.ceop.gov.uk).

## Criminal content online:

**Child sexual abuse images:** If you stumble across criminal content online, you should report this to the Internet Watch Foundation at [www.iwf.org.uk/report](http://www.iwf.org.uk/report). Criminal content in the UK includes child sexual abuse images, criminally obscene adult content as well as non-photographic child sexual abuse images.

**Online terrorism:** You can report terrorism related content to the police's Counter Terrorism Internet Referral Unit at [www.gov.uk/report-terrorism](http://www.gov.uk/report-terrorism).

**Hate speech:** Online content which incites hatred on the grounds of race, religion, disability, sexual orientation or gender should be reported to True Vision at [www.report-it.org.uk](http://www.report-it.org.uk).

## Media content inappropriate for children:

If you want to make a complaint about an advert, television or radio programme, film, newspaper, magazine, video game or other type of content that you think is unsuitable for children to see or hear, you can report it through **ParentPort** at [www.parentport.org.uk](http://www.parentport.org.uk). Click on Make a Complaint and ParentPort will take you straight to the right place to complain to.



More  
resources...

[www.childnet.com](http://www.childnet.com)  
[www.kidsmart.org.uk](http://www.kidsmart.org.uk)  
[www.digizen.org](http://www.digizen.org)  
[www.nspcc.co.uk](http://www.nspcc.co.uk)

