



Abusive comments posted  
about you online?

Not sure what to do?

**Contact the Professionals  
Online Safety Helpline...**

Are you a professional working with Children and Young People?

Do you need help with an internet safety concern?

Would you know what to do if a child was being bullied online?

Who would you turn to if there was an abusive fake Facebook  
profile set up about you?

How would you support a child who had their "sexts" shared?

The **Safer Internet Centre** has been commissioned by the European Commission to set up and run a pilot Helpline for professionals working with children and young people, specifically tackling the area of e-safety. The main areas we anticipate offering support in are social networking sites, bullying, sexting, online gaming and child protection. The helpline will aim to resolve issues professionals face about themselves and about young people in relation to online safety.



**UK Safer  
Internet  
Centre**

[www.saferinternet.org.uk](http://www.saferinternet.org.uk)

**helpline@saferinternet.org.uk**

**Tel: 0844 3814771**

**[www.saferinternet.org.uk](http://www.saferinternet.org.uk)**



The project is co-funded by the European Union, through the Safer Internet plus programme  
<http://ec.europa.eu/saferinternet>

The service is contactable via email 24 hours per day, and by telephone during office opening hours 10-4, Monday to Friday. It is anticipated that all queries will be responded to within 3 hours (during the office opening hours), however to fully resolve more complex issues may take longer. The Helpline will keep customers updated throughout the process. It will primarily be a signposting, mediation and advice line, and urgent Safeguarding matters should be dealt with as per normal Child Protection procedures.