

Reporting Internet Abuse

The following document outlines what to do if you receive an abusive email or are receiving abuse via a bulletin board.

Bristol CYPS will investigate all instances of abusive emails or bulletin board content that are raised. If possible, action will be taken to resolve the issue.

The Procedure

All abuse complaints must be logged in writing, or for legal reasons we cannot act on them. Please send an email to **abuse@bristol-cyps.org.uk** stating the nature of your complaint.

If you have been the victim of an abusive email please include copies of the email, full headers plus dates and times.

If the abuse has been logged on a bulletin board and you have details of the originating IP address please advise us of this, plus the exact date and time that the abuse occurred.

Please note that we are only able to release information direct to the source of the abuse involved - we are unable to release information to third-parties (eg from the person receiving the abuse) due to legal restrictions.

We will investigate all complaints of abuse and take action accordingly.

If you are receiving spam email, please refer to the 'Email Services' segment within the 'Services and Best-Practice' section for details about how to report it.