

MATT'S STORY

Matt called Childline when he was 11. Childline is always there for children and young people, whether their issue is big or small.

When I was around 11 years old, I was crying a lot, often over what seemed like small things.

I didn't understand why I was crying or what upset me. Still, I remember feeling very alone at the time. I wasn't one of the cool kids. I didn't have close friends and was often picked on.

My mum was helpful but I was embarrassed about the crying and felt I needed more help so I contacted Childline. It felt like a really big step but I was really worried.

The counsellor at Childline listened to me and told me it's OK to cry sometimes.

It was very comforting. It was like they were saying – 'it's OK, you're normal', which was a big relief to me. I felt like they took me seriously, like I had a real problem and wasn't 'just being a kid'. I felt they listened. They didn't judge me or try to tell me what to do.

I knew that Childline was there for me if I needed them again and they made me feel a lot better about myself.

Many children who call Childline are like I was, upset but don't really know why. It's amazing how much of a difference a few kind words can make. It doesn't matter how big or small you think your problem is – Childline can help.



the
KINDNESS
challenge



CASE STUDIES



childline

ONLINE, ON THE PHONE, ANYTIME

Whatever it is – we're here to listen.
Chat to us anytime, on the phone or online.
Call 0800 1111 or visit childline.org.uk/kids

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