

The American School in London

Parent/Guardian Code of Conduct

Responsible party	Head of School
Approved by	Board of Trustees
Responsible board committee	Admin & Finance
Approval date	January 2026

1. Introduction and purpose

At the American School in London (ASL), we are committed to fostering a safe and respectful environment for everyone. As part of this, we set expectations about the conduct and behavior of all members of our community, including the families of children at the School. Safeguarding and promoting the welfare of children is a fundamental responsibility shared by all members of the ASL community and underpins the expectations set out in this Code of Conduct.

When you accept a place for your child at ASL, it is the start of a partnership in which good working relationships between employees and parents/guardians are essential. To fulfil our obligations to you and your child, and to maintain a constructive relationship with you, we ask for your cooperation and for you to engage with the School in a reasonable and respectful manner.

The Enrollment Contract sets out your obligations as parents/guardians of a child at the School.

This Code of Conduct provides further detail about how we expect parents or guardians to interact with the School. It also sets out how we expect parents and guardians to behave

towards and communicate with other members of the School community, including employees, representatives of the School and other students—in person or online.

For the purpose of this protocol, “parent” has the same meaning as parent/guardian in the Enrollment Contract and means any person who has signed the Acceptance Form as a holder of parental responsibility for the child at the School.

2. Supporting your child

It is important that parents model good behavior and learning habits. The School expects that you will support your child in their education and participation in School life including by:

- encouraging your child in their studies and giving appropriate support at home, including by providing suitable time and space for any homework to be completed independently;
- ensuring your child attends school and arrives on time and ready to learn;
- responding to any requests for information or consent regarding your child’s participation in school activities in a timely manner;
- engaging quickly, openly and cooperatively with school employees should they raise any concerns with you regarding your child’s academic progress, behavior or well-being; and
- attending routine parent meetings or any individual meetings arranged to discuss or support your child.

3. Sharing information with the School

In order for the School to provide the best possible education and care for your child, it is essential that details of any matters that may affect your child are shared with the School in a timely and transparent manner and that such information is accurate, truthful and not misleading. This will include information *or any updates to information* relating to:

- your child’s emotional, psychological or physical well-being;
- any health/medical condition, disability or allergies;
- any special educational needs;
- any court orders applicable to your child;
- your child’s ability to continue as a student at the School (e.g., difficulties meeting the tuition fees/any change in immigration status); or
- any other matter that may impact your child’s engagement in day-to-day school life.

4. Communicating with the School

The School values positive, timely, two-way communication with parents and expects that all parents will:

- check with the most appropriate employee to contact about a particular issue
- refrain from unreasonably duplicating correspondence;
- respect the working hours of employees when making contact and while awaiting a response;
- understand that teachers must prioritize time with their students and are unlikely to be able to answer calls or respond to emails immediately during the school day;
- if requesting a meeting or telephone call, provide as much information as possible in advance so that employees can prepare appropriately and ensure a productive meeting;
- raise any concerns or complaints directly with the School via the appropriate channels;

and

- ensure all communications (whether in person, via email, by telephone or otherwise) are reasonable, polite and appropriate, including in respect of the content, tone, volume and/or nature of the communication.

We encourage you to raise any day-to-day queries or issues regarding your child's experience at school at the earliest opportunity, and we hope to work together constructively to resolve them. The School has a [Complaints Policy](#) that governs how complaints will be handled and seeks to resolve them informally, where possible and appropriate.

5. Respecting professional decisions

Although always willing to discuss the context for any decision regarding your child, the School expects parents to understand and respect that, as education professionals, ASL employees:

- have a duty of care to each individual student, which must always be balanced with the needs of the school community as a whole;
- may issue a disciplinary sanction against a student, following due process and in accordance with the school's policies relating to behavior and discipline, with the expectation that parents will support and uphold any such measure;
- will place students in classes (where applicable) based on their professional judgment and knowledge of each individual student within the context of the student's peer group; and
- are obliged to act with integrity and honesty when predicting grades, advising on college or career-related applications or writing references for students.

6. Unacceptable conduct or behavior

The School appreciates that the vast majority of parents are reasonable and respectful in all their interactions with school employees and the wider school community; however,

instances where the School determines that parental conduct or behavior has fallen short of the expectations as set out in this Code of Conduct will be taken seriously. Where warranted, and depending on the nature of the conduct or behavior in question, the School will take appropriate steps in response, which could include, for example:

- writing to the parent/s to remind them of their obligations and the expected standards of behavior/conduct;
- requiring specific action, for example, to attend a meeting or provide certain information;
- inviting the parent/s to meet with a senior member of staff or the Head of School
- putting in place a communication plan that places some parameters or conditions on the manner in which the parent/s may communicate with the School;
- banning the parent/s from campus or certain school events; or
- requiring the removal of their child from the School

The School will always respond to an incident in a proportionate way, prioritizing at all times the interests of our students.

The following are examples of parental conduct that are particularly serious and may result in your child being asked to leave the School under the terms of the Suspension Expulsion Policy.

- repeated and or persistent breaches of the Parent/Guardian Code of Conduct or Enrollment Contract,
- treating the School, a student, an employee or another member of the school community in ways that violate [ASL core values](#), which may include:
 - acts of physical aggression, violence, intimidation or threat;
 - use of offensive, abusive or otherwise inappropriate or disrespectful language;
 - or
 - any discriminatory, bullying or harassing conduct or behavior, including sexual harassment and identity-based harm, including racism.
- making a malicious allegation or spreading disinformation about the School or one of its employees;
- contacting the media with the intent to malign the School;
- posting derogatory, defamatory or offensive comments about the School or any member of the School community in a public forum, including online, via social media or messaging apps;
- communicating with the School in person or in writing (directly or indirectly) in a manner that is deemed voluminous, relentless, confrontational, unreasonable and/or overly aggressive; or
- behaving in a manner that is likely to, or does, adversely affect the safety or welfare of any member of the school community.

7. Conclusion

This Parent/Guardian Code of Conduct aligns with the ASL mission statement: The American School in London empowers each student to thrive as a lifelong learner and courageous global citizen by fostering intellect, creativity, inclusivity and character.

In addition, it is informed by our [core values](#) and the [ASL Portrait of a Learner](#). Visit our website to view policies relevant to and associated with this document:

- [Safeguarding and Child Protection](#)
- [Behavior](#)
- [Anti-bullying](#)
- [Attendance](#)
- [Suspension and Exclusion](#)

We thank parents for reading and following this code of conduct.