

28<sup>th</sup> November 2025



Dear Parents and carers,

I hope you and your families are well.

To strengthen the positive relationships across our SNMAT community, we are introducing our **One Charter** policy in all schools .

We hugely value the strong partnerships that we enjoy with the overwhelming majority of parents and carers. However, in recent years there has been a significant rise in incidents where staff have faced verbal abuse, threatening behaviour or intimidation—sometimes requiring police involvement. The **One Charter** aims to ensure that every interaction is built on courtesy and respect.

At the heart of the **One Charter** is a simple principle: whether in person, by phone, or via email, all conversations and interactions should be calm, respectful, and constructive. If these expectations are not met, staff will be empowered to end the interaction courteously.

You will soon see the **One Charter** displayed around the academy. Its standards apply equally to all adults — staff, parents, carers, governors, and visitors. By embracing this shared code, we create an environment where our children learn in safety and kindness.

The full One Charter policy can be found here on the school's website [here](#).

Thank you for your support in making our community a place where every individual is treated with dignity and respect.

Yours faithfully,

Chris Moodie

Chief Executive Officer SNMAT