



# Parent Feedback Survey

Your Name \_\_\_\_\_

We are always seeking to improve our services and meet your needs. To assist us to do this better we have attached a feedback survey consisting of 10 key questions. Please feel free to give us your honest answer as this will greatly assist us to improve our services.

1. How well do you think we performed in assisting you and your child to orient into our centre?

Very Poor  
1.

Poor  
2.

Satisfactory  
3.

Good  
4.

Very Good  
5.

Excellent  
6.

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2. How well have we established and maintained positive and loving relationships with you and your child?

Very Poor  
1.

Poor  
2.

Satisfactory  
3.

Good  
4.

Very Good  
5.

Excellent  
6.

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3. How welcome do we make you feel? Do you feel our centre is inviting to your family?

Very Poor  
1.

Poor  
2.

Satisfactory  
3.

Good  
4.

Very Good  
5.

Excellent  
6.

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4. How well do we meet your needs with providing you information about your child's day and routine activities? Do members of our team discuss your child day with you? Do you use our daily information folders?

Very Poor  
1.

Poor  
2.

Satisfactory  
3.

Good  
4.

Very Good  
5.

Excellent  
6.

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5. Are you satisfied with the programs and resources that we provide for your child.

Very Poor  
1.

Poor  
2.

Satisfactory  
3.

Good  
4.

Very Good  
5.

Excellent  
6.

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6. Do you feel your child is safe at our centre? Do you have any safety concerns regarding our centre?

Very Poor  
1.

Poor  
2.

Satisfactory  
3.

Good  
4.

Very Good  
5.

Excellent  
6.

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7. Do you feel we are meeting the nutritional needs for your child? Are you happy with our menu?

Very Poor  
1.

Poor  
2.

Satisfactory  
3.

Good  
4.

Very Good  
5.

Excellent  
6.

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8. Do we meet your expectations with regards to supporting toileting, your nappy change routines etc.?

Very Poor  
1.

Poor  
2.

Satisfactory  
3.

Good  
4.

Very Good  
5.

Excellent  
6.

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9. How well do our team members perform when it comes to dealing with issues and problems that arise from time to time.

Very Poor  
1.

Poor  
2.

Satisfactory  
3.

Good  
4.

Very Good  
5.

Excellent  
6.

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10. How well do you feel management supports you as a customer of our centre? Do you feel they are approachable?

Very Poor  
1.

Poor  
2.

Satisfactory  
3.

Good  
4.

Very Good  
5.

Excellent  
6.

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Is there any other feedback you would like to give us?

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Thank you very much for your time.