



## **Roosters Kids Club - Parent Satisfaction Questionnaire**

Roosters Kids Club would like to know what you think about the new premises, the care we offer your child, and our relationship with you. Please could you spend a few minutes answering these questions to help us improve our service.

What do you think to the new setting?

Would you like to see any changes made?

In the holiday we are looking at potentially opening at 7:30am rather 8am, is this something that would benefit you?

If the above service would benefit you, would you be willing to pay more for this service?

If we were able to collect children from after school activities such as drama club, would this be of interest to you?

What do you like about Roosters Kids Club?

What do you dislike about Roosters Kids Club?

Based on your experience, would you recommend Roosters Kids Club to another parent?

Do you have any concerns about the way in which we care for your child?



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How could we improve our service?

Please circle the appropriate number according to how strongly you agree with each statement made. Please read each statement carefully before answering.

1=Strongly agree 2=Agree 3=Neither agree nor disagree 4=Disagree 5=Strongly disagree

My child is happy to attend the club	1	2	3	4	5
I feel that I have made the right choice of childcare for my child	1	2	3	4	5
My child is encouraged to behave well	1	2	3	4	5
I have a good relationship with the club staff	1	2	3	4	5
Staff are approachable and willing to discuss my concerns	1	2	3	4	5
The club communicates information well	1	2	3	4	5
I don't know what my child does at the club each day	1	2	3	4	5
I am concerned that my child is bored or unhappy at the club	1	2	3	4	5
The club is helping my child to become responsible and independent	1	2	3	4	5
The club offers a good range of play opportunities and activities	1	2	3	4	5
I feel that the quality of service reflects the fees charged	1	2	3	4	5
The club opening times meet my current childcare requirements	1	2	3	4	5
I am happy with the snacks provided by the club	1	2	3	4	5

Any other comments that you wish to make: