



Parent Feedback Questionnaire

January 2017

**We would like to know what you think about 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 like about Apple Trees Club?

What do you dislike about Apple Trees Club?

Based on your experience, would you recommend Apple Trees Club to another parent?

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

Would you be interested in paying for us to provide a hot meal for your child after school?

Please circle the amount you would be prepared to pay for a hot meal

£1.50

£2.00

£2.50

£3.00

Please tell us what sort of meals you would like provided for this money

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 Apple Trees 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 Apple Trees Club staff 1 2 3 4 5

Staff are approachable and willing to discuss my concerns 1 2 3 4 5

Apple Trees Club communicates information well 1 2 3 4 5

I don't know what my child does at Apple Trees Club each day 1 2 3 4 5

I am concerned that my child is bored or unhappy at Apple Trees Club 1 2 3 4 5

Apple Trees Club is helping my child to become responsible and independent 1 2 3 4 5

Apple Trees 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

Apple Trees Club opening times meet my current childcare requirements 1 2 3 4 5

I am happy with the snacks provided by Apple Trees Club 1 2 3 4 5

Any other comments? (Please continue overleaf if necessary)