

Out of School Club

Parent Satisfaction Questionnaire

JPAC Out of School Club 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?

When you were choosing childcare, what was most important to you?

What do you like about JPAC Out of School Club?

What do you dislike about JPAC Out of School Club?

Based on your experience, would you recommend JPAC Out of School Club to another parent?

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

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? (Please continue overleaf if necessary)