Parent/Carer Feedback Questionnaire 2009

What was our Out of School Care provision like for you?

Please rate the following questions on a scale of 1 (not so good) to 10 (excellent)

Were our staff friendly and approachable?

Did they ask you about your child/ren's needs?	**Y/N**
Did they keep you up to date about your child/ren's time at the club?	**Y/N**
Are you happy with the methods of communication?	**Y/N**
Did you feel you had the opportunity to provide feedback?	**Y/N**

1 2 3 4 5 6 7 8 9 10
(not so good) (excellent)

Please tell us about this

How do you rate yours and your child's experience of being included at the club?

Did staff view all children as equally important?	**Y/N**
Did your child/ren make friends?	**Y/N**
Were there plenty of activities they could join in with?	**Y/N**
Was the club able to meet your child/ren's specific needs?	**Y/N**

1 2 3 4 5 6 7 8 9 10
(not so good) (excellent)

Please tell us about this

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How do you rate the range of activities, resources and trips provided?

Was there a wide range of age and stage appropriate resources?	**Y/N**
Was there a wide range of age and stage planned activities?	**Y/N**
Did your child/ren enjoy their time at the club?	**Y/N**
Did the variety of trips interest and excite your child/ren?	**Y/N**

1 2 3 4 5 6 7 8 9 10
(not so good) (excellent)

Please tell us about this

Is there anything else you would like to tell us?

Do our opening times satisfy your requirements?	**Y/N**

What could we improve to better accommodate you or your child/ren's needs?
What do you think of the setting's physical environment?

Thank you for taking the time to complete this, and for helping us to improve the quality of our provision.

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