Parent/Guardian Satisfaction Survey Form

Dear Parents,

We at Goldilocks Nurseries appreciate your custom and want to continue to provide high quality service to you and your children. We aim to provide a first-class day nursery environment where you can feel absolutely confident that your children are receiving the best possible care and learning opportunities. To help us maintain and improve our standards, please complete the following CONFIDENTIAL Parent/Guardian Satisfaction Survey Form.

Thank you for your help.

Yours sincerely,

Leslie Galvin Tappenden  
(Proprietor)

PLEASE TICK AS APPROPRIATE. THANK YOU.

1. How long has your child been attending the pre-school? ___ less than 3 months  
___ between 3 to 6 months ___ between 6 to 12 months ___ more than 12 months

2. How old is your child?  
___ Under 2 years old ___ 2 to 3 years old ___ more than 3 years old

3. When you first visited the pre-school were you given a warm welcome?  
___ Yes ___ No ___ Not sure

4. Do you feel welcome at ease in the pre-school?  
___ Yes ___ No ___ Not sure

5. Does the pre-school regularly give you information about its activities?  
___ Yes ___ No ___ Not sure

6. Do you feel you are informed and consulted about your child’s progress?  
___ Yes ___ No ___ Not sure

7. Do you feel you know what your child is learning in the pre-school?  
___ Yes ___ No ___ Not sure

8. Is the pre-school providing clear and regular information meeting your requirements?  
___ Yes ___ No ___ Not sure

9. Are staff approachable and helpful? ___ Yes ___ No ___ Not sure

10. Do you consider the service good value for money? ___ Yes ___ No ___ Not sure

11. Do you consider your child receives good quality care and education?  
___ Yes ___ No ___ Not sure
Please comment briefly on what particular aspects of our service that we have been good.


Please comment briefly on particular aspects of our service that you would like to see changed or improved?


What two things could we do to improve our quality of service, as far as you are concerned? Please be specific to allow us to measure whether we have achieved an improvement in quality, for example, “Give two weeks notice of forthcoming events rather than “Give more notice of forthcoming events”. Thank you.


Thank you for the time you have given to complete this questionnaire. We wish to provide as good a service as we can for parents, and this is one of the ways we can test opinions and ascertain the extent to which we can meet your needs and expectations.

Thank you once again!

Date completed by Parent/Carer: _______________