

# Daycare Customer Satisfaction Survey

Dear \_\_\_\_\_,

I would like to take this opportunity to thank you for your business and for putting your trust and confidence in me to care for your child(ren). I realize it's one of the hardest decisions you'll ever have to make and it means a lot to me that you chose me as your daycare provider.

It's important for me to run a quality daycare that meets your needs and expectations. I ask for a few moments of your time to complete the survey below.

*Comfort level of my home:*

- Very friendly
- Somewhat friendly
- Not friendly enough

*My daycare hours:*

- Meet my needs
- Wish you opened earlier
- Wish you stayed open later
- Wish you had weekend hours

*Cleanliness of my home*

- Very clean
- Average
- Needs improvement

*Cost of services provided*

- Worth it
- Too high

*Communication between provider and parents*

- Excellent
- Good
- Average
- Poor

*My child is learning basic preschool skills*

- Yes, definitely
- Some of them
- No, not at all

*Activities with the children*

- Satisfactory*
- Could be more*
- Need to be more challenging*
- Too challenging*

*Assistance with potty training*

- Satisfactory*
- Could have been more help*
- N/A*

*Meals and snacks*

- Satisfactory*
- Could be more nutritious*

*Naptime*

- Satisfactory*
- Not enough*
- Too much*

*Discipline Policies*

- Satisfactory*
- Too strict*
- Too lenient*

*Vacation/Sick Day Policy*

- Satisfactory*
- Too many*

*My child's comfort level with daycare*

- Very comfortable*
- Somewhat comfortable*
- Still working on it*

*Overall satisfaction with daycare*

- Very satisfied*
- Somewhat satisfied*
- Needs improvements*

*Thank you for your time. If you'd like to remain anonymous, please return the survey through the U.S. Post Office using the enclosed self-addressed stamped envelope.*