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.