



POLICY No: 222

## MONITORING FEEDBACK & RECOMMENDATIONS FROM PARENTS & CARERS

Amended January 2011

*This Policy summarises the arrangements for assessing the satisfaction of parents / carers with the quality of care, welfare and educational services provided by the Nursery:*

Monitoring client satisfaction is considered to be an important indicator as to whether the Nursery is achieving its objectives in delivering a quality care service. The Nursery will attempt to monitor this through the use of questionnaires which will be distributed to the children's parents/ carers.

1. A questionnaire will be prepared and sent to the parents / guardians / carers of each child on an annual basis.
2. The questionnaire is designed to be as user-friendly as possible, and will focus upon the following key areas of the Nursery, its activities and overall services in the areas of care, welfare and education, and suggested recommendations for improvement. The views of parents/ carers are therefore sought on:
  - 2.1 their perception of the allure and atmosphere of the Nursery. How welcoming is it?
  - 2.2 their perception of the standards of cleanliness and decoration of the Nursery.
  - 2.3 the degree of involvement that they feel they have in the "Parents in Partnership" programme (refer to Policy No 221).
  - 2.4 the level and quality of feedback received from the Nursery regarding their child's progress and development.
3. A blank questionnaire is allocated for each child. Where the person declines to participate this will be noted on the blank questionnaire and retained for statistical purposes only.
4. Completed questionnaires are forwarded to the Nursery Manager for assessment and are reviewed at Staff Meetings.
5. Summaries of the questionnaire will be reviewed at staff/ management meetings in respect of any action that may be required and in assigning responsibilities and target dates, ref. Policy No 224.