

Parent Exit Questionnaire

At ARK, we aim to provide a quality, welcoming environment which is both child-centred and child-led. To enable us to do this, we constantly analyse and evaluate all aspects of our service with a view to enhancing, improving and adapting our service delivery to meet current needs.

Please find below a range of questions and feel free to answer as honestly as possible. Only then can we have a true reflection of the service we deliver. Please use the code below to rate us:

1 – Unsatisfactory 2 – Poor 3 – Adequate

4 – Good 5 – Very Good 6 – Excellent

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| How would you rate your Child’s experience at ARK and why? | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| How would you rate your experience as a Parent/Carer using ARK service? | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Did you find the ARK Staff team welcoming and approachable? | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: | | | | | |

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| --- | --- | --- | --- | --- | --- |
| Did you find the ARK Staff team include and offer support to the whole family? | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Did you find the equipment both age appropriate and current/relevant? | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: | | | | | |

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| --- | --- | --- | --- | --- | --- |
| Did you find your child enjoyed the structured activities? | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Did your child enjoy the summer programme of activities and outings? | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Did you feel your Child’s development was enhanced by their ARK experience? | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Did you feel your Child was fully involved and their opinions valued at ARK? | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: | | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Would you use our service again or recommend it to friends? | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| Comments: | | | | | |

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| Please feel free to add any further comments or suggestions. |
|  |

Thank you for taking the time to fill out this exit questionnaire. This will help us evaluate and improve our service delivery to meet the ever-changing needs of the children who use our service.

We hope you and your Child have enjoyed your time at ARK and wish you well for the future.

ARK Staff

Parent/Carer Name: Signature: Date: / /

Revised May 2018