



**We Care About What You Think!**

Dear Parent:

Your satisfaction while participating in Child Care Resources' programs is important to us. In an effort to improve services, we need your help. Please take a few minutes to fill out this survey and return in the enclosed envelope.

1. In your most recent contact with Child Care Resources', how did you contact us? (please circle one)  
**In Person / By Telephone / By Email**
2. About how long did you have to wait before speaking with a Child Care Resources' staff person? (please circle one)  
**I was taken care of immediately / Less than 5 minutes / 5-10 minutes / Left voicemail / Longer than one business day**
3. In your opinion, did our staff respond to your needs in a timely manner? **Yes / No**
4. Were you greeted in a friendly manner? **Yes / No**
5. Was our staff knowledgeable? **Yes / No**
6. Was the information that was provided meet your needs? **Yes / No**
7. Did our staff respond to your needs in a timely manner? **Yes / No**
8. Is paperwork accurate and timely? **Yes / No**
9. Did our staff handle your issue courteously and with professionalism? **Yes / No**

Do you have any comments or suggestions that you believe would improve our services?

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If you have any concerns about the customer service you received, our staff is available to help you. If you feel that efforts have failed to produce a satisfactory outcome, you may file a complaint with the agency. To receive a copy of the procedure, please contact our Assistant Director at (732) 918-9901, Ext. 105.

Thank you for your assistance. For more information, please visit our website at [www.ccrnj.org](http://www.ccrnj.org).

Sincerely,

Dayne Glover, Ext. 105  
Assistant Director  
[dglover@ccrnj.org](mailto:dglover@ccrnj.org)

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