Concerns: Parent satisfaction survey

Dear parent(s)/guardian(s),

I want to inform you about the parent satisfaction survey which will soon be conducted for the childcare centre that your child attends. The survey is conducted among all parents whose children receive primary education or childcare at the childcare centre. The goal of the survey is to gain clear insight into how you feel about this location. We will use the results of the survey to implement further improvements.

**Method**

You will soon receive an invitation via email from DUO Onderwijsonderzoek & Advies to complete an online survey. Only one parent/guardian per family will receive the invitation, though an exception is made for divorced parents. This email contains a link that will automatically take you to the start of the survey. Completing the survey will take approximately 15-20 minutes.

**Privacy**

Our partnership with DUO Onderwijsonderzoek & Advies meets the requirements of the GDPR, which entered into force on 25 May 2018. We want to emphasise that your data will be treated completely anonymously. As such, there is no need to hold anything back when completing the survey. If you would like more information about how DUO Onderwijsonderzoek & Advies handles privacy matters, please visit the following website: <http://www.duo-onderwijsonderzoek.nl/privacy/>

**Results of the Survey**

Once we receive the results of the survey from DUO Onderwijsonderzoek & Advies, we will publish them in our newsletter and on our website.

**Questions**

If you have any questions about the survey, you can contact Raoul Hakkenberg van Gaasbeek (the project leader) by calling 030-2631084 or sending an email to to@duo-onderwijsonderzoek.nl.

By taking part in this survey, you can let your voice be heard and make a constructive contribution to our childcare centre.

Thank you in advance for your participation!

Kind regards,

Niek Barendregt, president of the Executive Board of UN1EK Onderwijs en Opvang

Concerns: student satisfaction survey

Dear parent(s)/guardian(s),

I want to inform you about the student satisfaction survey that DUO Onderwijsonderzoek & Advies will soon conduct at the childcare centre that your child attends. Students in groups 5-8 will be asked to fill out an online survey during their lesson in which they can indicate how (dis)satisfied they are with (among other things) the education, the social safety, the facilities and optionally the out-of-school care facility. The goal of the survey is to gain clear insight into how these students feel about our childcare centre. We will use the results of the survey to further improve our childcare centre.

**Privacy**

DUO Onderwijsonderzoek & Advies safeguards the children's privacy as follows:

* The teacher/the childcare centre will not have access to the answers given by individual students.
* DUO Onderwijsonderzoek & Advies guarantees the privacy of all students and ensures their opinions are not disclosed to others. The answers given on the survey are sent directly to DUO Onderwijsonderzoek & Advies and the file containing the students’ answers will not be shared with the childcare centre. Furthermore, DUO Onderwijsonderzoek & Advies will make sure that individual children cannot be identified in its report. The answers a student gives are not linked in any way to their name or other personal information.
* DUO Onderwijsonderzoek & Advies operates in compliance with the strict requirements of the Data Protection Authority.

**Opting Out**

If you do not want your child to take part in the student satisfaction survey, you can opt out by filling out the form below and handing it in to the school director/teacher. In that case, your child will not be asked to take part in the survey. If you do not want your child to participate in the survey, please let us know before Friday 11 November.

**Questions**

If you have any questions about the survey, you can contact Raoul Hakkenberg van Gaasbeek (the project leader of DUO Onderwijsonderzoek & Advies) by calling 030-2631084 or sending an email to to@duo-onderwijsonderzoek.nl.

Kind regards,

IKC-DIRECTEUR

**Opt out of the student satisfaction survey**

I do not consent to my child participating in the student satisfaction survey.

Child’s name: ………………………………………………………………………………………………

Childcare centre: ……………………………………………………………………………………………

Group: …………………………………………………………………………………………………….