



# Customer Feedback



"We feel that the service provided is excellent. Communication is clear. Calm, professional, caring and relaxed staff. Discipline and boundaries are made clear to the children and reinforced. I like the fact that Michael feels he can voice his opinions on activities as well as his concerns to staff."

**(Dianne Allison)**

"I have used several after school clubs for my children and Pioneer is by far superior. I would recommend it to friends to use for their children. The children are well behaved and there is a great structure."

**(Anonymous Feedback Survey)**

"What I like about Pioneer Club is the staff! Everyone is really friendly and professional, and I am always confident they enjoy looking after Oliver and that he is safe in their care."

**(Claire Jex)**

"I found my oldest daughter starting school a hugely nerve-wracking time - please continue to give as much reassurance and communication to families who are new to school! And so many thanks - my daughter always comes out with a beaming smile on her face, and we look forward to her little sister starting with you next year."

**(Anonymous Feedback Survey)**

"I like the staff at Pioneer Club and Gareth is always warmly greeted, as am I. You've already provided him with a wealth of new experiences, and I'm sure you will think more up!"

**(Manjari McCauley)**

"Pioneer provides a safe environment for your little ones. Once I drop my son off, I don't worry about his safety and know he's going to have a great day. Opening and closing times are fab and all meals are taken care of. What more could I ask for?!"

**(Anonymous Feedback Survey)**

"There are not many viable alternatives for before and after school childcare locally, and we are so lucky that the most convenient option is such an excellent one. The staff are always approachable, friendly and caring, the activities are great and for such a busy organisation, communication is always excellent."

**(Anonymous Feedback Survey)**

"I think the staff are friendly, consistent and playful with the children. I think the meals are nice and the 'rules' remain consistent so the children don't become confused or anxious. The children feel confident in the staff."

**(Louie Perren)**

"I absolutely love the staff, they are engaged and friendly my child loves going there and feel a part of everything. The food they eat is excellent and the activities the children do are well organised."

**(Anonymous Feedback Survey)**

"The staff were outstanding - my children haven't stopped talking about Mrs this and Mr that! They came home with lovely crafty things to show and you even managed to teach my lively 7-year-old chess! I have nothing but praise."

**(Nicola Vander)**

"The staff are extremely caring & approachable. Each child is treated as an individual. The staff are always available, always listen & try to resolve any issues. I feel they will do all they can to support parents in any way needed."

**(Anonymous Feedback Survey)**

"Oliver is a shy boy so it came as quite a surprise when he said he wanted to go to one of the Pioneer Holiday Camps – not for just a session but for the whole day! I was thrilled when I picked him up to find he had a thoroughly good time and is keen to do it all again."

**(Martin Aldridge)**

"I am very happy with Pioneer and the service that you give to my boys and our family, once a week during term time and in school holidays. Many thanks – I'm not sure what I would do without you!"

**(Anonymous Feedback Survey)**



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"Our family have nothing but positive feedback about your holiday camps. They ask to go on them even when I don't need the childcare - what better feedback could you need. It is so easy to book and pay, the children have a great time and the atmosphere when I'm there has a lovely positive feel."

*(Jane Divall)*

"I am really happy about Pioneer service; my son is always looking forward to meeting his friends there. It is an excellent social channel which allows him to learn how to interact with people which will be essential for the rest of his life."

*(Anonymous Feedback Survey)*

"I'm sad that it is likely Lucy will not be attending much in the future, summer holiday will probably be the last camps she attends. We will both miss you all."

*(Sarah Fitzgerald)*

"The best thing for me is that my son absolutely loves coming to camp. In fact, he told me off because I picked him up too early!"

*(Anonymous Feedback Survey)*

"I am very pleased to have Pioneer to rely on. The children have built positive relationships with the staff and are very happy there."

*(Anonymous Feedback Survey)*

"Laura came out 'happily tired' after each day and told me about the new games. She really did love it and we shall definitely be booking again. It's a shame I have to work really as I'd like to come too!"

*(Gerry Scott)*

"Our daughter loves pioneer and that is what matters most to us. It's extremely well run, the staff are excellent, the service is consistent and reliable. We are delighted with the standard of care and range of activities offered."

*(Anonymous Feedback Survey)*

"It was great to pick Nerys up and see her so happy and so excited to tell me all the things she had done during the day. Some fantastic arts and crafts are now all over our house! Thank you."

*(Kerry Mann)*

"My son loves the staff and how friendly they are and how they make him laugh. He really enjoys the craft and other activities offered. I always feel happy leaving get him there as he often runs in to high five the staff. He never wants to leave either."

*(Anonymous Feedback Survey)*

"The staff were helpful and remembered my son each morning he came in, which makes him feel at home. Aidan is still talking about it and has asked if he can go again. I have also heard him tell his friend that he is now really good at Dodgeball!"

*(Clive Upton)*

"My daughter attended Summer Camp 2020, as she is in Year 5, she has been off school since 20th March. These sessions with you have been her first proper interaction with other children, and she has had the best time. I have been impressed with the running of the club and adapting to the new measures to follow the government guidelines, there was clearly no need for me to worry. She comes out with a massive smile on her face while telling me all about what she got up to. The Manager and his team have been brilliant, and I'm so grateful that it has given me the opportunity to get back to working on site."

*Anneli Briars, Parent, August 2020*

"Please could you pass on my appreciation for the great support we have from Pioneer, especially during this pandemic. Alfie is really enjoying Summer Camp, it is very well organised and been vital for him to get back to some sort of normality. I am so pleased Pioneer is still able to offer a service to us, I don't know what I would do without you all."

*Angie Dunning, Parent, August 2020*