**Complaint Procedure –**
**Information Leaflet for Parents and Family Members**

We want you and your children to feel comfortable with us and to be satisfied. However, should you ever be dissatisfied, please speak to your child's pedagogical specialists.

In addition, the following managers are available to you:

*Robert Burmeister, Manager SpielRaum Perlentaucher*
*Email: burmeister@spielraumkitas.de*

*Marie-Christin-Werner, Manager SpielRaum Havelsegler and SpielRaum Stephanshafen*
Email: *werner@spielraumkitas.de*

*Ioana Bradu, Manager SpielRaum Reinickenufer*
Email: *bradu@spielraumkitas.de*

*Barbara Kofler, Manager SpielRaum Captain Moder*
Email: *kofler@spielraumkitas.de*

*Lena Jacobsen, Manager SpielRaum Emsdeich*
Email: *jacobsen@spielraumkitas.de*

*Heike Schollmeyer, Manager SpielRaum Antonlagune*
E-Mail: *schollmeyer@spielraumkitas.de*

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|---|---|
| Telephone number of SpielRaum Perlentaucher Daycare: | 030 – 39881662 |
| Telephone number of SpielRaum Havelsegler Daycare: | 030 – 39405500 |
| Telephone number of SpielRaum Stephanshafen Daycare: | 030 – 26598704 |
| Telephone number of SpielRaum Reinickenufer Daycare: | 030 – 88708440 |
| Telephone number of SpielRaum Captain Moder Daycare: | 030 – 49929771 |
| Telephone number of SpielRaum Emsdeich Daycare: | 030 – 63228744 |
| Telephone number of SpielRaum Antonlagune Daycare: | 030 – 4617000 |

For complaints, you may also generally turn to the **daycare provider**:

GenerationenRaum gGmbH
Stephanstr. 53
10559 Berlin
Telephone: 030- 39837450
Email: kontakt@generationenraum.de
Management: Ulrike Bungert and Elke Gausepohl

Furthermore, the elected parent representatives of each daycare are available to you for questions. Please see the notices at your daycare for further information.

Updated: September 2026