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*

Marlene Sibik, Manager SpielRaum Flinke Flossen
E-Mail: *m.sibik@spielraumkitas.de*

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
Telephone number of SpielRaum Flinke Flossen Daycare:	030 – 55144268

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

Generationen**Raum** 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.

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