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# Submitting a complaint via the state-independent medical service

Heruntergeladen am 23.07.2025

<https://fimportal.de/xzufi-services/412388454/L100008>

Modul	Sachverhalt
Leistungsschlüssel	99107140261000
Leistungsbezeichnung I	Submitting a complaint via the state-independent medical service
Leistungsbezeichnung II	Submitting a complaint via the state-independent medical service
Typisierung	3 - Bundesaufsichtsverwaltung: Regelung
Quellredaktion	Sachsen-Anhalt
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	fachlich freigegeben (silber)
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt mit Verrichtung
Leistungsgruppierung	Sozialleistungen (107)
Verrichtungskennung	Entgegennahme (261)
SDG-Informationsbereich	Rechte und Pflichten im Bereich der sozialen Sicherheit in der Union, auch im Zusammenhang mit Renten
Lagen Portalverbund	

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Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	23.02.2024
Fachlich freigegeben durch	Lower Saxony Ministry for Social Affairs, Labor, Health and Equality Ministry of Labor, Social Affairs, Health and Equality of Saxony-Anhalt
Handlungsgrundlage	<a href="https://www.gesetze-im-internet.de/sgb_5/_280.html">https://www.gesetze-im-internet.de/sgb_5/_280.html</a> <a href="https://www.gesetze-im-internet.de/sgb_4/_88.html">https://www.gesetze-im-internet.de/sgb_4/_88.html</a> <a href="https://www.gesetze-im-internet.de/sgb_5/_280.html">https://www.gesetze-im-internet.de/sgb_5/_280.html</a>
Teaser	If you lodge a complaint about the Medical Service with the competent supervisory authority, it will investigate the conduct of the service as part of its legal supervision for potential legal violations and work towards rectifying them.
Volltext	You can use this complaint to have potential legal violations on the part of the Medical Service investigated by the competent supervisory authority. The supervisory authority is legally authorized to request all necessary documents from the service and to check for legal violations. If a violation of the law is found, the Medical Service must rectify it.
Erforderliche Unterlagen	None.  However, a written description of the facts is useful.
Voraussetzungen	
Kosten	Gebühr: Es fallen keine Kosten an
Verfahrensablauf	After your complaint has been received by the competent supervisory authority, you will first receive a confirmation.  If necessary, the Medical Service will then be asked to comment on your complaint.  The supervisory authority will then check the statement and all associated documents for legal violations. You will receive a response with the outcome once the supervisory review has been

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	completed.
Bearbeitungsdauer	The processing time depends on the scope and complexity of the individual case. You should allow at least four to six weeks.
Frist	There is no deadline.
weiterführende Informationen	
Hinweise	<p>The examination of the complaint does not constitute legal advice and does not replace an objection or a complaint.</p> <p>The supervisory authority only acts in the public interest. The competent supervisory authority is therefore not obliged to take action following a complaint.</p> <p>If there is a violation of the law, the competent supervisory authority will work to ensure that this is rectified by the Medical Service. However, the supervisory authority cannot make any decisions in place of the service.</p> <p>If the complainant seeks a change in the law, he/she must contact the responsible federal ministry directly.</p>
Rechtsbehelf	Not available
Kurztext	<ul style="list-style-type: none"> <li>- Entire benefit title: Complaint about medical service</li> <li>- Necessary documents in the event of a complaint include, if possible, a written description of the facts of the case and documents that could be important for the facts of the case.</li> <li>- The competent supervisory authority reviews the conduct of the medical service for violations of the law and works to ensure that the service remedies the violation of the law.</li> <li>- The complainant receives a notification at the end of the review.</li> </ul>

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	- Competent authority: The Medical Service is subject to the supervision of the highest administrative authority responsible for social insurance in the federal state in which it is based. The Federal Medical Service is subject to the supervision of the Federal Ministry of Health.
Ansprechpunkt	Ministry of Labor, Social Affairs, Health and Equality of the State of Saxony-Anhalt
Zuständige Stelle	
Formulare	
Ursprungsportal	Beschwerde über den landesunmittelbaren Medizinischen Dienst einreichen, Submitting a complaint via the state-independent medical service