

99107105041000, 99107105041000

# Submitting a complaint about a statutory social insurance institution that is not state-owned

Heruntergeladen am 21.06.2025

<https://fimportal.de/xzufi-services/253188394/L100039>

Modul	Sachverhalt
Leistungsschlüssel	99107105041000, 99107105041000
Leistungsbezeichnung I	Submitting a complaint about a statutory social insurance institution that is not state-owned
Leistungsbezeichnung II	Submitting a complaint about a statutory social insurance institution that is not state-owned
Typisierung	3 - Bundesaufsichtsverwaltung: Regelung
Quellredaktion	Rheinland-Pfalz
Freigabestatus Katalog	fachlich freigegeben (gold)
Freigabestatus Bibliothek	fachlich freigegeben (gold)
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt mit Verrichtung
Leistungsgruppierung	Sozialleistungen (107)
Verrichtungskennung	Einleitung (041)
SDG-Informationsbereich	Rechte und Pflichten im Bereich der sozialen Sicherheit

Modul	Sachverhalt
	in der Union, auch im Zusammenhang mit Renten
Lagen Portalverbund	Außergerichtliche Verfahren und Streitschlichtung (1150100)
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	14.05.2025
Fachlich freigegeben durch	Federal Ministry of Labor and Social Affairs (BMAS)
Handlungsgrundlage	<a href="https://www.gesetze-im-internet.de/sgeb_4/index.html#BJNR138450976BJNE017404126">https://www.gesetze-im-internet.de/sgeb_4/index.html#BJNR138450976BJNE017404126</a> <a href="https://www.gesetze-im-internet.de/sgeb_4/_90a.html">https://www.gesetze-im-internet.de/sgeb_4/_90a.html</a> <a href="https://www.gesetze-im-internet.de/sgeb_4/index.html#BJNR138450976BJNE017404126">https://www.gesetze-im-internet.de/sgeb_4/index.html#BJNR138450976BJNE017404126</a>
Teaser	If you suspect that a statutory social insurance institution responsible for you has made an incorrect legal decision, you can lodge a complaint with its competent supervisory authority.
Volltext	<p>If you do not agree with the decision of a statutory social insurance institution that is responsible for you or suspect an error in its administrative actions, you can submit a complaint to the supervisory authority responsible for this social insurance institution. Social insurance institutions for statutory health, long-term care, accident or pension insurance are state-independent if their area of responsibility does not extend beyond the territory of a federal state. On the basis of the complaint, the supervisory authority checks whether the social insurance institution in question is complying with the law and other legislation applicable to it. The supervisory authority can request all necessary documents from the social insurance institution and examine them for legal violations. If a violation of the law is found, the supervisory authority can work to ensure that this is rectified by the social insurance institution. You will receive a letter from the supervisory authority about the result of the investigation. However, the supervisory authority cannot make any decisions in place of the social insurance institution.</p>

Modul	Sachverhalt
<b>Erforderliche Unterlagen</b>	<ul style="list-style-type: none"> <li>• none, a written description of the facts is useful</li> <li>• If required, further documents, for example a decision from the social insurance provider such as a notice or a letter</li> </ul> <p>In Rhineland-Palatinate, a brief written and comprehensible description of the reason for your complaint is required. This can be done by letter or e-mail. If you have documents that contribute to a better understanding of the facts of the case, you should enclose a copy or pdf file of these.</p>
<b>Voraussetzungen</b>	You do not agree with a decision made by your regional statutory social insurance provider.
<b>Kosten</b>	Gebühr: Es fallen keine Kosten an
<b>Verfahrensablauf</b>	<ul style="list-style-type: none"> <li>• If possible, submit the complaint in writing to the competent supervisory authority.</li> <li>• You will receive confirmation of receipt.</li> <li>• The supervisory authority will examine your complaint.</li> <li>• If necessary, the social insurance institution concerned will be asked to comment on your complaint.</li> <li>• The supervisory authority will then check the statement and all associated documents for legal violations.</li> <li>• Once the supervisory review has been completed, you will receive a reply with the result of the review.</li> </ul>
<b>Bearbeitungsdauer</b>	4 - 6 Woche(n)
<b>Frist</b>	You do not have to observe a deadline.
<b>weiterführende Informationen</b>	
<b>Hinweise</b>	<p>The examination of the complaint does not constitute legal advice, nor does it replace an objection or legal action against the administrative decision of your regional social insurance institution.</p> <p>Your regional social insurance institution indicates the supervisory authority responsible for it on its website in the legal notice under Supervisory authority.</p> <p>If the area of responsibility of the statutory social insurance institution extends beyond the territory of a</p>

Modul	Sachverhalt
	federal state (federally indirect social insurance institution), the Federal Social Security Office is the competent supervisory authority.
Rechtsbehelf	<ul style="list-style-type: none"> <li>• There is no right of appeal against the supervisory authority's decision.</li> <li>• Please note the statutory deadlines for lodging an appeal or filing a complaint regarding the decision of the state social insurance institution with which you disagree.</li> </ul>
Kurztext	<ul style="list-style-type: none"> <li>• Submission of the complaint to the competent supervisory authority               <ul style="list-style-type: none"> <li>• examines complaint</li> <li>• may request necessary documents from the statutory social insurance institution</li> <li>• investigates violations of the law</li> <li>• can work to ensure that an identified violation of the law is remedied by the social insurance institution</li> </ul> </li> <li>• the supervisory authority:</li> </ul>
Ansprechpunkt	
Zuständige Stelle	<p>If you have any complaints about the Rhineland-Palatinate state statutory health and long-term care insurance funds, i.e. the AOK Rheinland-Pfalz/Saarland, the BKK Pfaff and the BKK EVM, please contact the State Office for Social Affairs, Youth and Care.</p> <p>If you have any complaints about the Rhineland-Palatinate Accident Insurance Fund, please also contact the State Office for Social Affairs, Youth and Care.</p> <p>For complaints about the German Pension Insurance Rhineland-Palatinate, please contact the Ministry of Labour, Social Affairs, Transformation and Digitization.</p> <p>If you are not dealing with a state-owned insurance provider, the complaint should be addressed to the Federal Social Security Office.</p>
Formulare	
Ursprungsportal	Beschwerde über einen landesunmittelbaren gesetzlichen Sozialversicherungsträger einreichen, Submitting a complaint about a statutory social insurance institution that is not state-owned