

99107105041000

# Complaint about local social security institutions Introduction

Heruntergeladen am 21.06.2025

<https://fimportal.de/xzufi-services/S1000020010000012299/S100002>

Modul	Sachverhalt
Leistungsschlüssel	99107105041000
Leistungsbezeichnung I	Complaint about local social security institutions Introduction
Leistungsbezeichnung II	Submit a complaint about statutory social security
Typisierung	3 - Bundesaufsichtsverwaltung: Regelung
Quellredaktion	Hamburg
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	<div lang="en-x-mtfrom-de">care insurance</div>, <div lang="en-x-mtfrom-de">accident insurance</div>, <div lang="en-x-mtfrom-de">supervisory authority</div>, <div lang="en-x-mtfrom-de">Health insurance</div>, <div lang="en-x-mtfrom-de">legal supervision</div>
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	

Modul	Sachverhalt
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	26.08.2024
Fachlich freigegeben durch	
Handlungsgrundlage	§87 Social Code – Fourth Book (SGB IV)
Teaser	If you lodge a complaint about statutory social insurance carriers with the responsible supervisory authority, they will examine the behavior of the insurance carrier as part of the legal supervision for potential legal violations and work towards rectifying them.
Volltext	With a complaint, you can have potential violations of law on the part of the statutory social insurance institution checked by the competent supervisory authority. The supervisory authority is legally authorized to request all necessary documents from the statutory social security agency and to examine them for violations of the law. If a violation of the law is determined, it must be remedied by the statutory social security agency. You will receive a letter from the supervisory authority about the result of the test.
Erforderliche Unterlagen	No. However, a written description of the facts is useful.
Voraussetzungen	No
Kosten	Gebühr: Es fallen keine Kosten an
Verfahrensablauf	<ul style="list-style-type: none"> <li>• Once your complaint has been received by the responsible supervisory authority, you will first receive a confirmation.</li> <li>• The social insurance institution concerned will then be asked, if necessary, to comment on your complaint.</li> <li>• The supervisory authority then checks the statement and all associated documents for violations of law.</li> <li>• Once the regulatory audit has been completed, you will receive a response with the audit result.</li> </ul>

Modul	Sachverhalt
Bearbeitungsdauer	The processing time depends on the scope and complexity of the individual case. It can be expected to last at least four to six weeks.
Frist	No
weiterführende Informationen	<a href="https://www.mags.nrw/rechtsaufsichten-gesundheit">https://www.mags.nrw/rechtsaufsichten-gesundheit</a> <a href="https://www.mags.nrw/rechtsaufsichten-gesundheit">https://www.mags.nrw/rechtsaufsichten-gesundheit</a>
Hinweise	The Hamburg Social Authority does not currently supervise statutory social insurance providers. Complaints are processed by the highest administrative authority responsible for social insurance in the state in which the state-run insurance provider is based. If it is not a state-run insurance provider, the complaint must be addressed to the Federal Office for Social Security. The responsible supervisory authority can usually be found in the imprint on the website of each statutory health insurance provider.
Rechtsbehelf	No
Kurztext	<ul style="list-style-type: none"> <li>• By submitting a complaint, potential violations of law by the statutory social insurance provider can be investigated by the responsible supervisory authority</li> <li>• Supervisory authority then examines social insurance providers</li> <li>• If violations of the law are identified, the social insurance institution must remedy them</li> <li>• Complainant receives information about test result</li> </ul>
Ansprechpunkt	
Zuständige Stelle	Authority for Labor, Health, Social Affairs, Family and Integration
Formulare	
Ursprungsportal	Hamburg Service, Hamburg Service (Currently this link is only available in german)