

99107105041000

# Complaint about social security institutions that are not state-owned Introduction

Heruntergeladen am 24.05.2025

<https://fimportal.de/services/99107105041000>

Modul	Sachverhalt
Leistungsschlüssel	99107105041000
Leistungsbezeichnung I	Complaint about social security institutions that are not state-owned Introduction
Leistungsbezeichnung II	Submitting a complaint about statutory social insurance
Typisierung	3 - Bundesaufsichtsverwaltung: Regelung
Quellredaktion	Baustein Leistungen
Freigabestatus Katalog	fachlich freigegeben (gold)
Freigabestatus Bibliothek	fachlich freigegeben (silber)
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	04.03.2022
Fachlich freigegeben durch	Lower Saxony Ministry for Social Affairs, Health and Equality
Handlungsgrundlage	<a href="https://www.gesetze-im-internet.de/sgb_4/_87.html">https://www.gesetze-im-internet.de/sgb_4/_87.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_4/_89.html">https://www.gesetze-im-internet.de/sgb_4/_89.html</a> <a href="https://www.gesetze-im-internet.de/sgb_4/_90.html">https://www.gesetze-im-internet.de/sgb_4/_90.html</a> <a href="https://www.gesetze-im-internet.de/sgb_4/_90a.html">https://www.gesetze-im-internet.de/sgb_4/_90a.html</a>
Teaser	If you lodge a complaint about statutory social insurance institutions with the competent supervisory authority, it will investigate the conduct of the insurance institution for potential violations of the law as part of its legal supervision and work to rectify them.
Volltext	By lodging a complaint, you can have potential legal violations on the part of the statutory social insurance institution investigated by the competent supervisory authority. The supervisory authority is legally authorized to request all necessary documents from the statutory social insurance institution and to examine them for legal violations. If a violation of the law is found, this must be rectified by the statutory social insurance institution.
Erforderliche Unterlagen	None. However, a written description of the facts is useful.
Voraussetzungen	
Kosten	Gebühr: Es fallen keine Kosten an
Verfahrensablauf	Upon receipt of your complaint by the competent supervisory authority, you will first receive a confirmation.

Modul	Sachverhalt
	<p>If necessary, the social insurance institution concerned will then be asked to comment on your complaint.</p> <p>The supervisory authority will then check the statement and all associated documents for legal violations.</p>
Bearbeitungsdauer	<p>4 - 6 Woche(n)</p> <p>The duration of processing depends on the scope and complexity of the individual case. It is expected to take at least four to six weeks.</p>
Frist	
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 statutory social insurance institution. However, the supervisory authority cannot make any decisions in place of the social insurance institution.</p> <p>If the complainant seeks a change in the law, he/she must contact the responsible federal ministry directly.</p> <p>If the statutory social insurance institution covers more than three federal states, the Federal Social Security Office is responsible. If this is not the case, it is usually the respective state's Ministry of Social Affairs.</p>
Rechtsbehelf	
Kurztext	<p>\- Entire benefit title: Complaint about statutory social insurance providers</p> <p>\- Documents required in the event of a complaint</p>

## Modul

## Sachverhalt

include, if possible, a written description of the facts of the case and documents that may be relevant to the facts of the case.

\- The competent supervisory authority reviews the conduct of the statutory social insurance institution for violations of the law and works to ensure that the insurance institution remedies the violation of the law.

\- The complainant receives a notification at the end of the investigation.

\- Competent authority: the supreme administrative authority responsible for social insurance in the country in which the insurance institution is based. If it is not a state-direct insurance institution, the complaint must be addressed to the Federal Social Security Office.

## Ansprechpunkt

### Zuständige Stelle

Complaints are dealt with by the highest administrative authority responsible for social insurance in the federal state in which the insurance institution with direct state responsibility has its registered office. If the insurer is not a state-direct insurance institution, the complaint must be addressed to the Federal Social Security Office.

## Formulare

## Ursprungsportal