

99107105041000, 99107105041000

Submitting a complaint about statutory social insurance

Heruntergeladen am 24.05.2025

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

Modul	Sachverhalt
Leistungsschlüssel	99107105041000, 99107105041000
Leistungsbezeichnung I	Submitting a complaint about statutory social insurance
Leistungsbezeichnung II	Submitting a complaint about statutory social insurance
Typisierung	3 - Bundesaufsichtsverwaltung: Regelung
Quellredaktion	Rheinland-Pfalz
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 in der Union, auch im Zusammenhang mit Renten
Lagen Portalverbund	Außergerichtliche Verfahren und Streitschlichtung

Modul	Sachverhalt
	(1150100)
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	22.11.2023
Fachlich freigegeben durch	Ministry of Science and Health Rhineland-Palatinate
Handlungsgrundlage	https://www.gesetze-im-internet.de/sgb_4/__87.html https://www.gesetze-im-internet.de/sgb_4/__88.html https://www.gesetze-im-internet.de/sgb_4/__89.html https://www.gesetze-im-internet.de/sgb_4/__90.html https://www.gesetze-im-internet.de/sgb_4/__90a.html https://www.gesetze-im-internet.de/sgb_4/__87.html https://www.gesetze-im-internet.de/sgb_4/__88.html https://www.gesetze-im-internet.de/sgb_4/__89.html https://www.gesetze-im-internet.de/sgb_4/__90.html https://www.gesetze-im-internet.de/sgb_4/__90a.html
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 an infringement of the law is found, this must be rectified by the statutory social insurance institution. You will receive a letter from the supervisory authority about the result of the examination.
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

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supervisory authority, you will first receive a confirmation.

If necessary, the social insurance institution concerned will then be asked to comment on your complaint.

The supervisory authority will then check the statement and all associated documents for legal violations. Once the supervisory review has been completed, you will receive a reply with the results of the review.

Bearbeitungsdauer

4 - 6 Woche(n)

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.

Frist

weiterführende Informationen

Hinweise

The examination of the complaint does not constitute legal advice and does not replace an objection or a complaint.

The supervisory authority only acts in the public interest. The competent supervisory authority is therefore not obliged to take action following a complaint.

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.

If the complainant seeks a change in the law, he/she must contact the responsible federal ministry directly.

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.

Rechtsbehelf

Modul	Sachverhalt
Kurztext	\- Entire benefit title: Complaint about statutory social insurance providers \- Documents required in the event of a complaint 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 of the outcome of the review at the end of the review. \- 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 direct state insurance institution, the complaint must be addressed to the Federal Social Security Office.
Ansprechpunkt	
Zuständige Stelle	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. If you have any complaints about the Rhineland-Palatinate Accident Insurance Fund, please also contact the State Office for Social Affairs, Youth and Care. For complaints about the German Pension Insurance Rhineland-Palatinate, please contact the Ministry of Labour, Social Affairs, Transformation and Digitization. If you are not dealing with a state-owned insurance provider, the complaint should be addressed to the Federal Social Security Office.

Modul	Sachverhalt
Formulare	
Ursprungsportal	Beschwerde über gesetzliche Sozialversicherung einreichen, Submitting a complaint about statutory social insurance