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# Complaint about local social security institutions Introduction

Heruntergeladen am 16.07.2025

<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	
Fachlich freigegeben durch	
Handlungsgrundlage	<p>§87 Social Code - Fourth Book (SGB IV)  <a href="https://www.gesetze-im-internet.de/sgb_4/__87.html">https://www.gesetze-im-internet.de/sgb_4/__87.html</a></p> <p>§88 Social Code - Fourth Book (SGB IV)  <a href="https://www.gesetze-im-internet.de/sgb_4/__88.html">https://www.gesetze-im-internet.de/sgb_4/__88.html</a></p> <p>§89 Social Code - Fourth Book (SGB IV)  <a href="https://www.gesetze-im-internet.de/sgb_4/__89.html">https://www.gesetze-im-internet.de/sgb_4/__89.html</a></p> <p>Section 90 of the Social Code - Book Four (SGB IV)  <a href="https://www.gesetze-im-internet.de/sgb_4/__90.html">https://www.gesetze-im-internet.de/sgb_4/__90.html</a></p> <p>§90a Social Code - Fourth Book (SGB IV)  <a href="https://www.gesetze-im-internet.de/sgb_4/__90a.html">https://www.gesetze-im-internet.de/sgb_4/__90a.html</a></p>
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

**Modul**
**Sachverhalt**
**Verfahrensablauf**

Responsibility The social authority currently does not supervise statutory social security institutions. Complaints are processed by the supreme administrative authority responsible for social security in the country in which the national insurer is based. Unless it is a direct state insurance carrier, the complaint should be addressed to the Federal Social Security Office. The competent supervisory authority can usually be found in the imprint of the website of each statutory health insurance company. procedure. After your complaint has been received by the responsible supervisory authority, you will first receive a confirmation. If necessary, the affected social security institution will then be asked to comment on your complaint. The supervisory authority then checks the statement and all associated documents for violations of the law. After completing the regulatory check, you will receive a reply with the result of the check.

**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**

<https://www.hamburg.de/sozialversicherung/2084602/rechtsschutz-und-rechtsaufsicht/>  
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**Hinweise**

The examination of the complaint does not constitute legal advice and does not replace an objection or a lawsuit. Supervision only acts in the public interest. The competent supervisory authority is therefore not obliged to take action after a complaint. If there is a violation of the law, the competent supervisory authority will work to ensure that this is remedied by the statutory social security institution. However, the supervisory authority cannot make any decisions on behalf 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 extends to more than three federal states, the Federal Office for Social Security is responsible for this. If not, then usually the

Modul	Sachverhalt
	respective Ministry of Social Affairs of the country.
Rechtsbehelf	No
Kurztext	<p>Necessary documents in the case of a complaint include, if possible, a written description of the facts and documents that could be important for the facts. The competent supervisory authority checks the behavior of the statutory social security institution for violations of the law and works to ensure that the insurance provider rectifies the violation. After the end of the examination, the complainant receives notification of the result of the examination.</p> <p>Responsible authority: Hamburg social authority If it is not a state-direct insurance carrier, the complaint should be addressed to the Federal Social Security Office.</p>
Ansprechpunkt	
Zuständige Stelle	Authority for Labor, Health, Social Affairs, Family and Integration
Formulare	
Ursprungsportal	Behördenfinder Hamburg, Authority finder Hamburg (Currently this link is only available in german)