

File a complaint about statutory social security

If you file a complaint about statutory social insurance carriers with the competent supervisory authority, it will investigate the conduct of the insurance carrier within the framework of legal supervision for potential violations of the law and work towards their rectification.

Competent Department

- [Die Senatorin für Gesundheit, Frauen und Verbraucherschutz | Referat 20 - Rechtsangelegenheiten Gesundheit, Beruferecht, Sozialversicherung](#)

Basic information

By filing a complaint, you can have potential legal violations on the part of the statutory social insurance agency investigated by the competent supervisory authority. The supervisory authority is legally authorized to request all necessary documents from the statutory social insurance agency and to examine them for legal violations. If a legal violation is found in the process, it must be remedied by the statutory social insurance agency. You will receive a letter from the supervisory authority about the result of the examination.

What documents do I need?

- None. However, a written description of the facts is useful.

Procedure

- Please submit your complaint in writing or by e-mail.
- Upon receipt of your complaint by the competent supervisory authority, you will first receive a confirmation.
- Subsequently, the social insurance agency concerned will be asked to comment on your complaint, if necessary.
- The supervisory authority then examines the statement and all related documents for legal violations. Once the supervisory review has been completed, you will receive a response with the result of the review.

Legal bases

- [§88 Sozialgesetzbuch - Viertes Buch \(SGB IV\)](#)
 - [§89 Sozialgesetzbuch - Viertes Buch \(SGB IV\)](#)
 - [§90 Sozialgesetzbuch - Viertes Buch \(SGB IV\)](#)
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- [§90a Sozialgesetzbuch - Viertes Buch \(SGBIV\)](#)
- [§87 Sozialgesetzbuch - Viertes Buch \(SGB IV\)](#)

More information

The review of the complaint does not constitute legal advice, nor is it a substitute for an appeal or lawsuit.

The supervisory authority only takes action 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 shall act to ensure that it is remedied by the statutory social security 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 or she must contact the competent federal ministry directly.

If the statutory social insurance agency covers more than three federal states, the Federal Social Security Office is responsible. If not, then as a rule the respective social ministry of the state.

How long does it take to process

4 to 6 weeks.

The duration of processing depends on the scope and complexity of the individual case. A duration of at least four to six weeks is to be expected.

What are the costs?

There are no costs involved.