



Information Sheet No. 38

Support with complaints for people in care

The need for care and the associated support from care facilities or outpatient services is often associated with questions and conflicts. It is important that anyone affected and their relatives know who they can turn to if there are any problems. Below you will find important points of contact and advisory services for complaints relating to care.

Care support centres in Berlin

The care support centres also act as mediators in situations where conflicts may occur. They can advise you on your rights or provide information on where you can turn for further guidance. Their role is to help resolve grievances with service providers such as care homes, care services or other providers.

Care Commissioner for the State of Berlin

The office of the Care Commissioner for the State of Berlin handles complaints and concerns about care issues and provides support for people who need care and their relatives and carers. Complainants may request anonymity if they wish.

Senate Department for Science, Health and Care
Care Commissioner for the State of Berlin
Oranienstr. 106, 10969 Berlin
Phone: 030 9028 - 2345
E-mail: pflgebeauftragte@senwgp.berlin.de
Website: <https://www.berlin.de/lb/pflege/>

Care insurance funds

The responsible care insurance fund should be informed of any complaints about outpatient care services or inpatient care facilities that do not meet the required standards. If necessary, they can initiate a quality inspection carried out by the Health Insurance Medical Service. Complaints can also be reported directly to the:

Arbeitsgemeinschaft der Pflegekassenverbände in Berlin (Working Group of Long-Term Care Insurance Associations),
Office, Wilhelmstr. 1, 10957 Berlin
Phone: 030 2531 – 0

Complaints about day-to-day support services for people in need of care

You can contact the care support centres in Berlin if you have problems with a provider who charges for services that are covered by the relief amount.

Medical service

You can lodge a complaint if you have reason to believe that the Medical Service (MD) has not acted correctly in your case or in the case of your relatives. There are two different ways to do this:

Berlin-Brandenburg Medical Service
Complaints Management
Lise-Meitner-Straße 1, 10589 Berlin
Phone: 030 202023 - 5030
E-mail: beschwerden@md-bb.org

Ombudsperson at the Berlin-Brandenburg Medical Service
Monika Paulat
Lise-Meitner-Straße 1, 10589 Berlin
Phone: 0151 25222294
E-mail: ombudsperson@md-bb.org

Patients' Representative for the State of Berlin

The Patients' Representative is the point of contact for patients, those in need of care, their relatives and their organisations in all matters relating to healthcare. They can provide information and advice on assistance options and complaint channels and welcomes information on gaps in care and suggested improvements.

Senate Department for Science, Health and Care
Patients' Representative for Berlin
Oranienstr. 106, 10969 Berlin
Phone: 030 9028 - 2010
E-mail: patientenbeauftragte@senwgp.berlin.de

Berlin Consumer Advice Centre – legal advice relating to nursing care

You can contact the consumer advice centre's legal advice service if you have any legal questions or complaints about contracts, billing or errors with care services. It offers legal advice on problems with care services, care homes or shared flats.

Legal Advice on Nursing Care at the Berlin Consumer Advice Centre
Ordensmeisterstr. 15 - 16, 12099 Berlin
Phone: 030 21485 – 0
Website: <https://www.verbraucherzentrale-berlin.de/pflegerechtsberatung>

Berlin home supervision– complaints about care facilities

If there are any problems in inpatient care facilities or shared care homes, residents as well as relatives and other trusted persons may contact the Berlin Care Home Supervisory Authority. This is also responsible for shared care homes.

State Office for Health and Social Affairs – home supervision
PO Box 31 09 29, 10639 Berlin
Phone: 030 9028 – 0

Federal organisation representing the interests of users of residential and care services for the elderly and disabled (BIVA) e. V.

The BIVA Care Protection Association provides advice on legal problems in the area of care and care home law. It can offer short consultations for non-members and more detailed support for members.

BIVA e.V.

Siebenmorgenweg 6 - 8, 53229 Bonn

Phone: 0228 909048 – 44

Website: <https://www.biva.de/>

“Care in Need” advice centre

The “Care in Need” advice centre provides support for relatives, people in need of care and carers who experience conflicts or violence in care, or if they feel overwhelmed or have difficulties coping with the demands of care. Advice can be provided individually, free of charge and anonymously if desired.

“Care in Need“ advice centre

Bergmannstraße 44, 10961 Berlin

Phone: 030 6959-8989

Website: <https://www.pflege-in-not.de/>

Commission for Offences against Children in Care

The Commission for Offences against Children in Care can be contacted if there are any indications of abuse or neglect of those in care (LKA 123). It is a sensitive step, but one which is necessary to help those who need protection.

LKA 123, Keithstraße 30, 10787 Berlin

Phone: 030 4664 - 912555

E-mail: LKA123@polizei.berlin.de

Summary

There are multiple points of contact for complaints in the care sector. Some offer legal advice as well as support with conflicts and grievances. Anyone affected should not hesitate to seek help - both for themselves and for their relatives or carers.

The staff at the nursing support centre will be happy to advise you

Free service number 0800 59 500 59

www.pflegestuetzpunkteberlin.de

The responsible body for the nursing support centre are the insurance companies of Berlin and the state of Berlin.