



# Grievance Process Guide

Use this step-by-step guide to help you get your grievance handled in a direct and successful manner. After taking each suggested step, ask yourself whether or not the step helped. Then follow the arrows. Please note that it is not mandatory to follow the flow chart. Patients may contact any of the three agencies at any time.

## **Step 1: Talk to Someone at Your Facility**

Ask to speak to someone at your facility with whom you feel comfortable sharing your concern. This might be your social worker, kidney doctor or the facility manager. (Talk to the staff about how a grievance can be filed anonymously at your facility.)

**NO**

I do not feel comfortable talking to someone at my facility.  
**or**  
I spoke to someone and I don't feel like my grievance will be handled.

**YES**

I spoke to someone and feel my grievance will be handled.



## **Step 2: Call Your Network**

Your Network can work with you and your facility to help resolve your grievance. The Network can be reached via this toll free number: (866) 286-3773 (If you wish to remain anonymous, ask the Network how to file a grievance anonymously.)

**NO**

I do not feel comfortable talking to someone at the Network  
**or**  
I am not sure the Network can address my grievance

**YES**

After speaking with the Network I feel my grievance will be handled.



## **Step 3: Call Your State Agency**

Your state agency contact number should be posted in your dialysis facility lobby or you can ask the Network for the number to call. (The state can address your grievance anonymously. Please let them know if that is what you prefer.)

### **To file a grievance, please contact us:**

#### **IPRO End-Stage Renal Disease Network of New England**

1952 Whitney Avenue, 2nd Floor, Hamden, CT 06517

Patient Toll-free: (866) 286-3773 (Patients only) • Phone: (203) 387-9332

Fax: (203) 389-9902 • E-mail: [esrdnetwork1@ipro.us](mailto:esrdnetwork1@ipro.us) • Web: [network1.esrd.ipro.org](http://network1.esrd.ipro.org)

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