

**DO YOU HAVE A GRIEVANCE?**

**Speak Up.**  
Here's how...

## **First...**

Request a copy of your clinic's grievance policy from a staff member, and ask questions if you don't understand how to file a grievance.

## **If you are still unsatisfied...**

**For grievances related (but not limited) to:**

- Patient rights • Unfair treatment by staff • Poor communication
- Medical errors • Requests for information, assistance, or referrals
  - Services provided • Operations of the clinic
- Cleanliness of the facility • Equipment or building conditions

### **Contact**

#### **IPRO ESRD Network of New England**

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

Phone: (203) 387-9332 • Toll-Free Patient Line: (866) 286-3773

Fax: (203) 389-9902

### **You may also contact**

#### **Maine Department of Human Services**

Licensing and Regulatory Services

State House Station #11, 41 Anthony Avenue, Augusta, Maine 04333-0011

Local: (207) 287-9308 • Fax: (207) 287-9307



End-Stage Renal Disease  
Network of New England

[esrd.ipro.org](http://esrd.ipro.org)

Developed by IPRO ESRD Network of New England while  
under contract with Centers for Medicare & Medicaid Services.  
Contract HHS-500-2016-00019C